



BEST AVAILABLE COPY

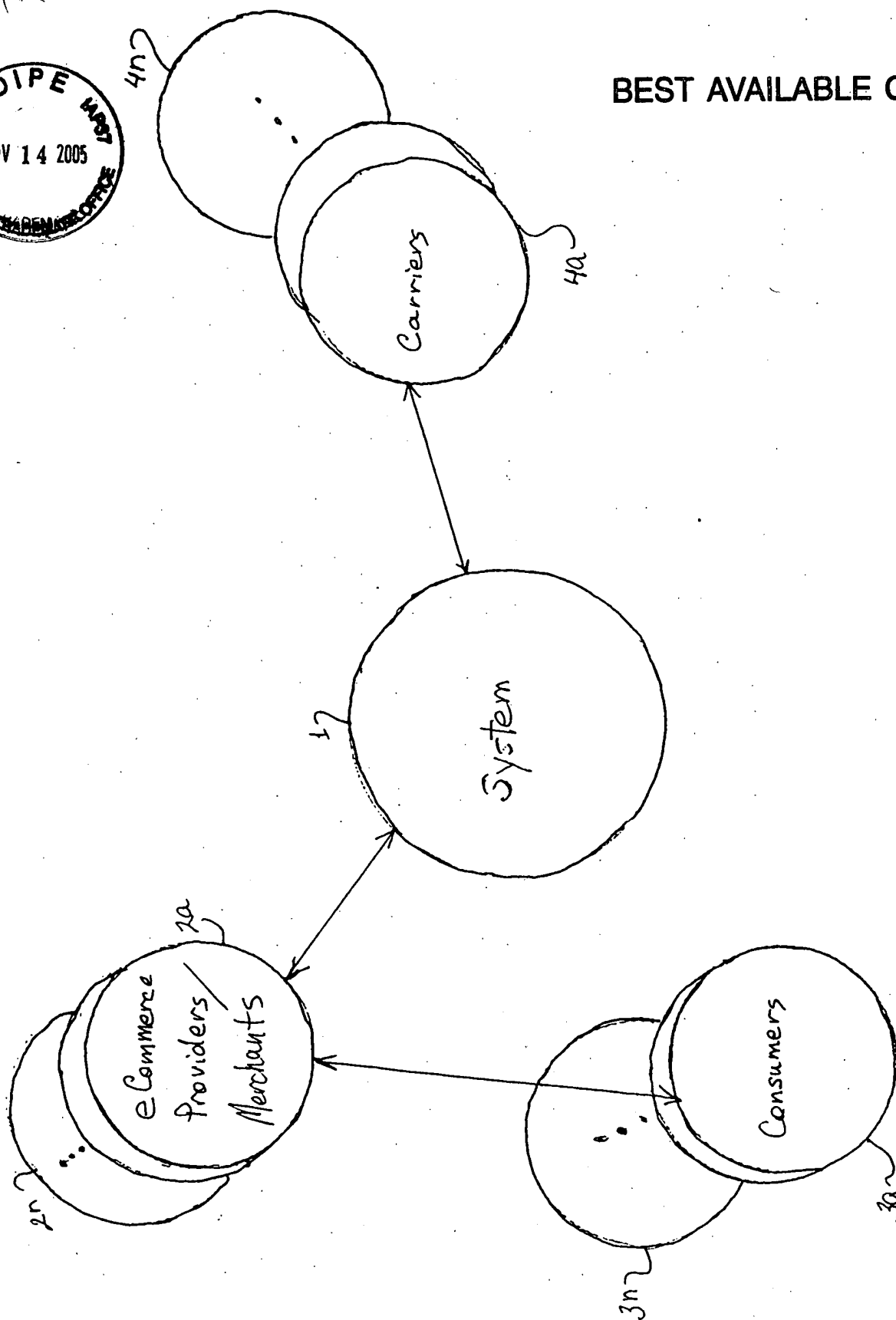
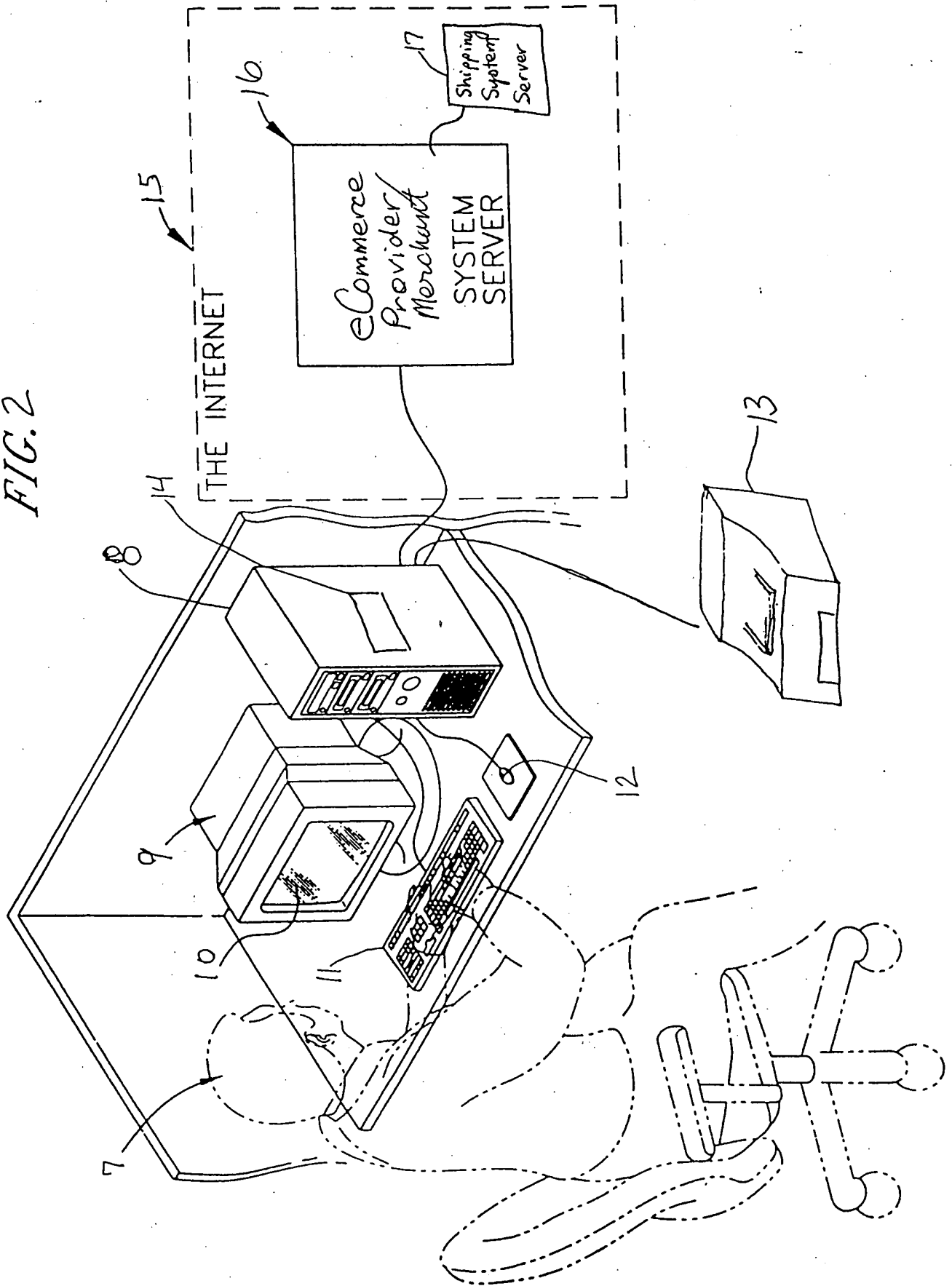


FIG. 1

FIG. 2



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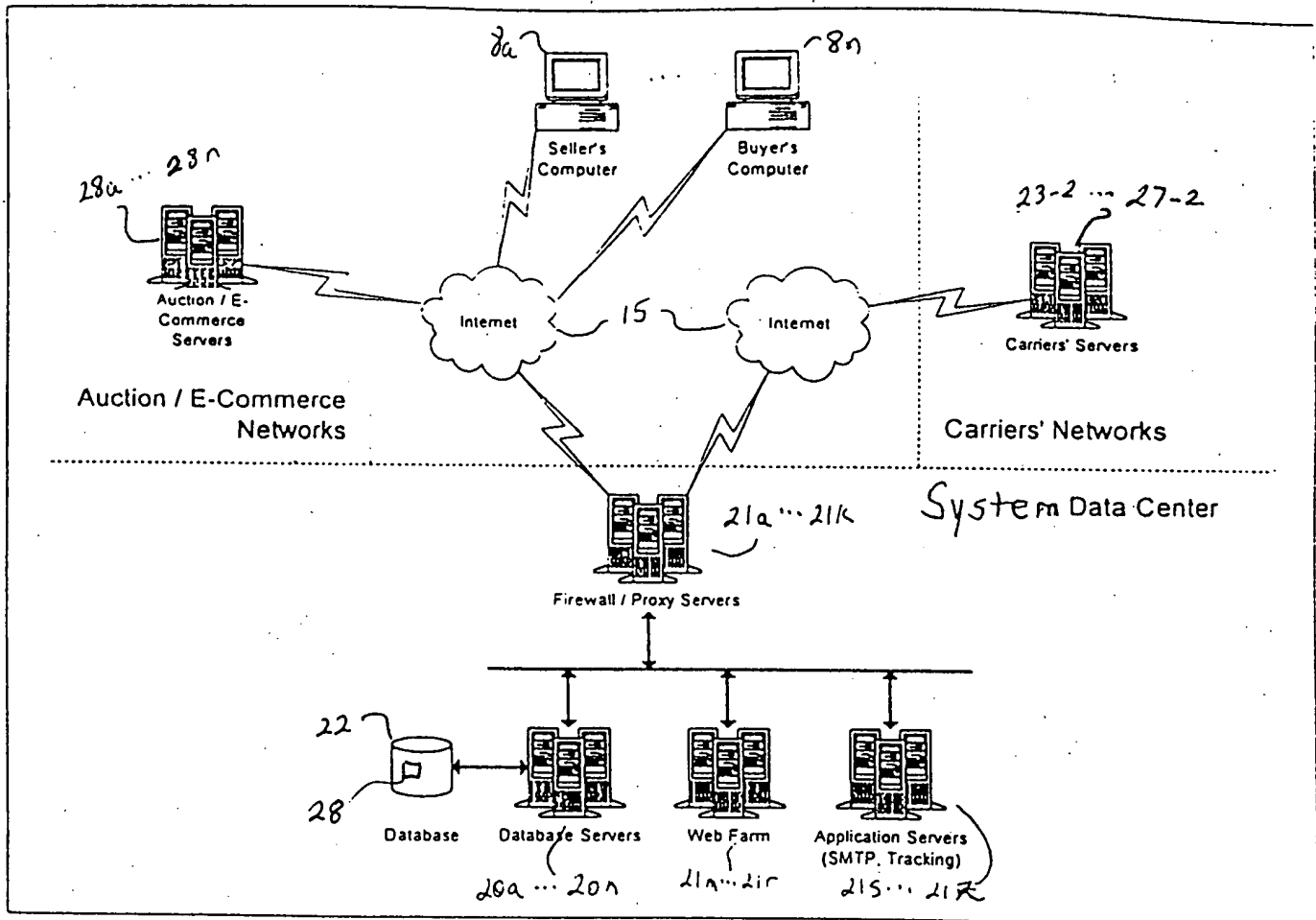


FIG. 3

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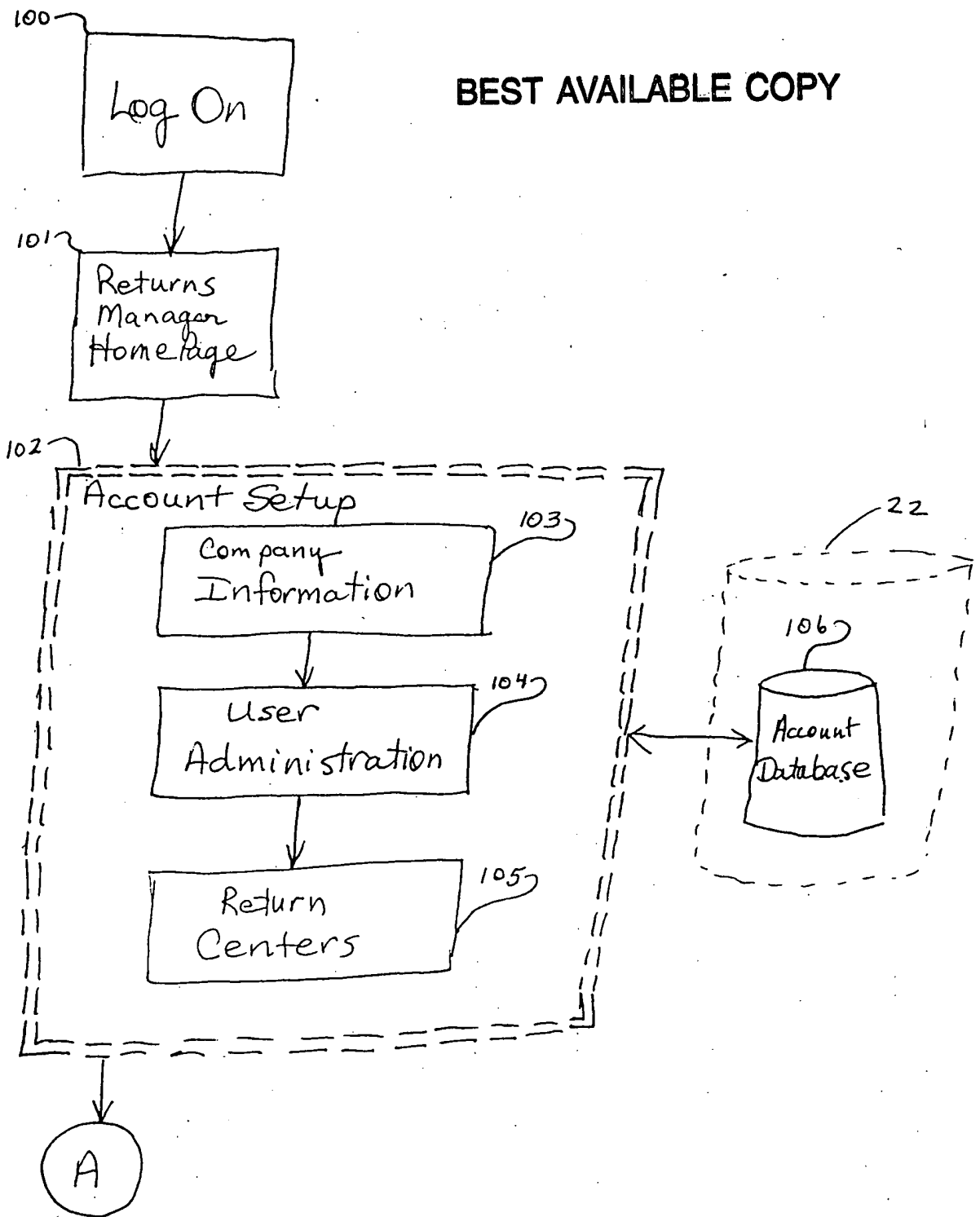


FIG. 4a

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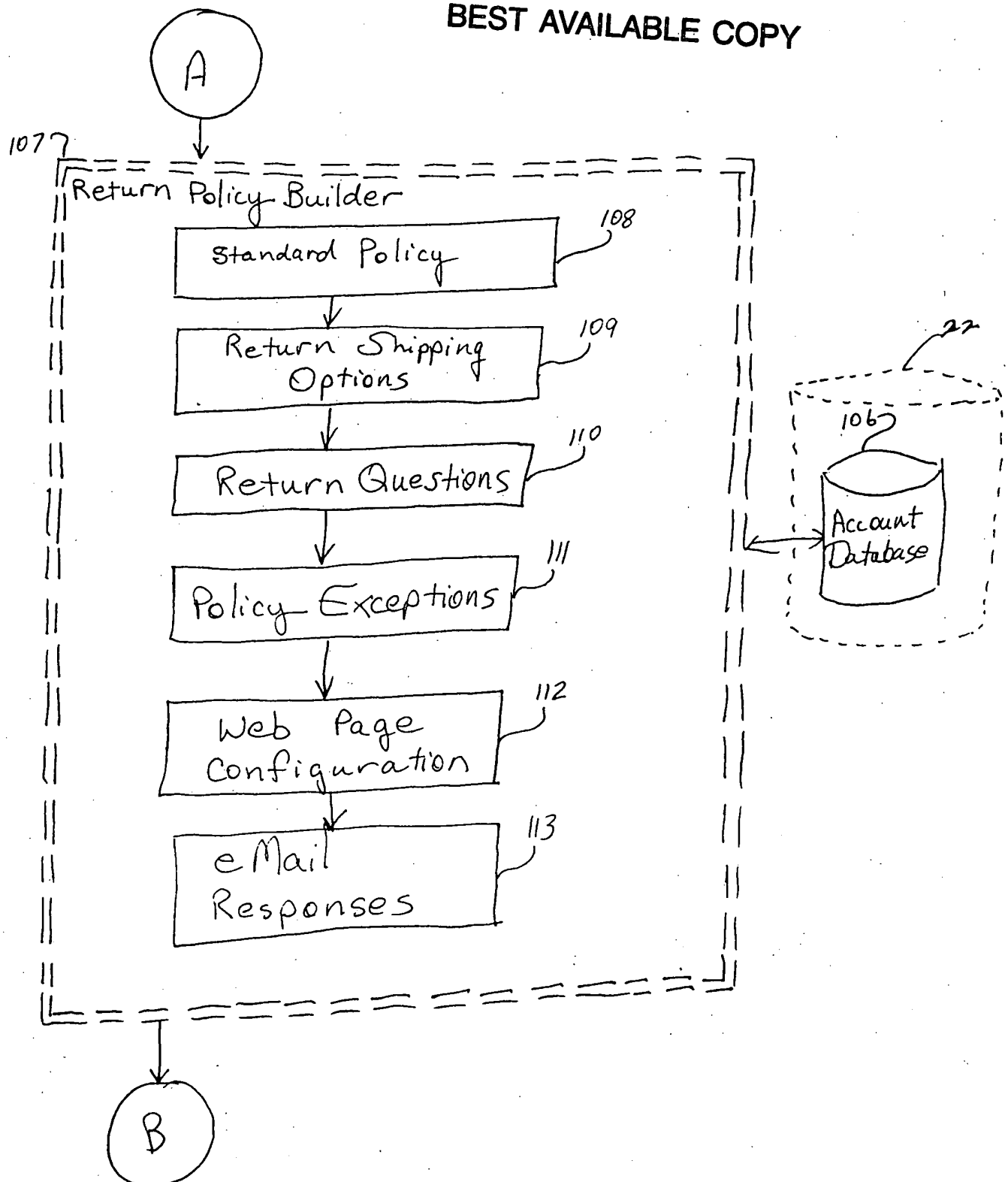


FIG. 4b

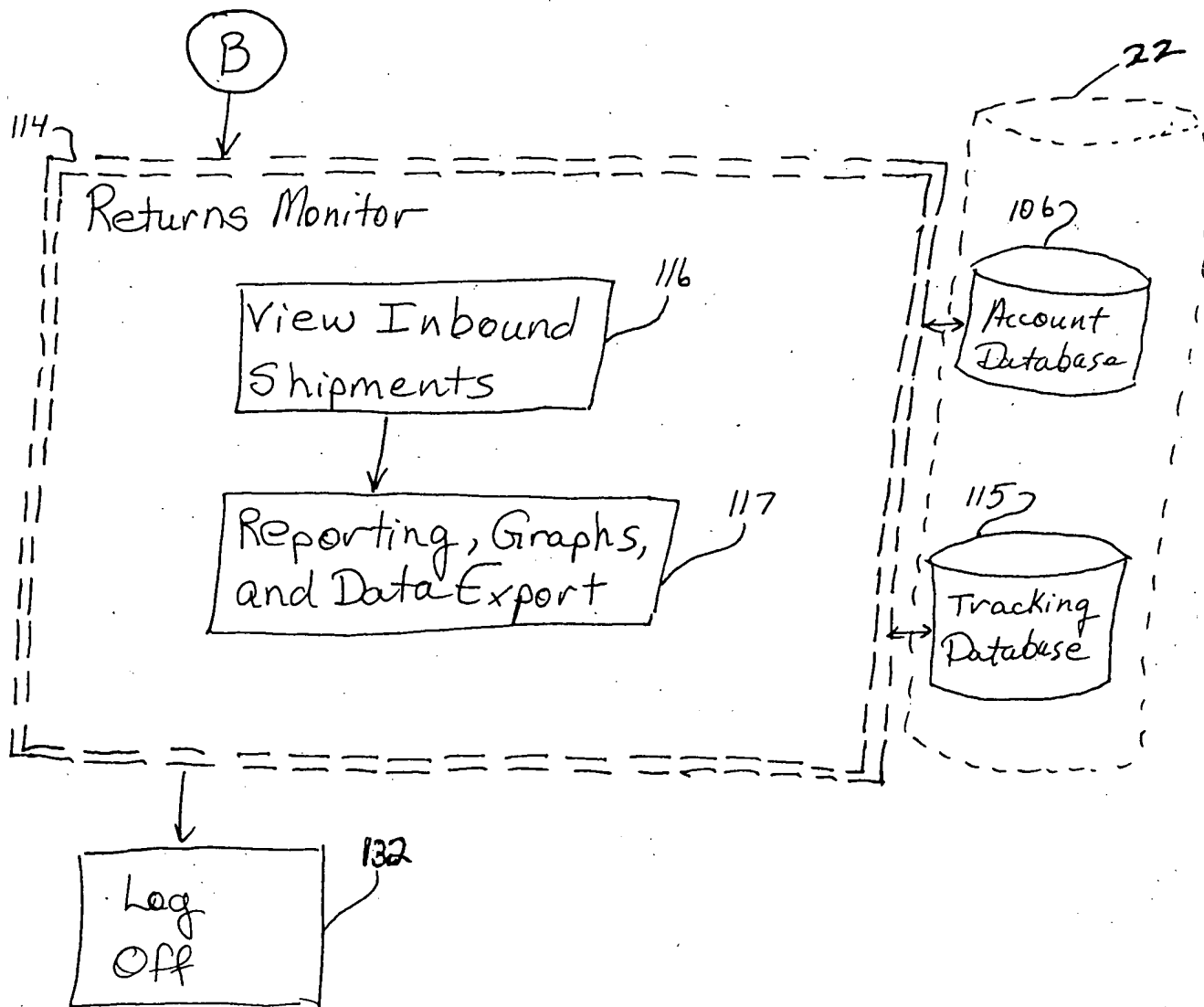
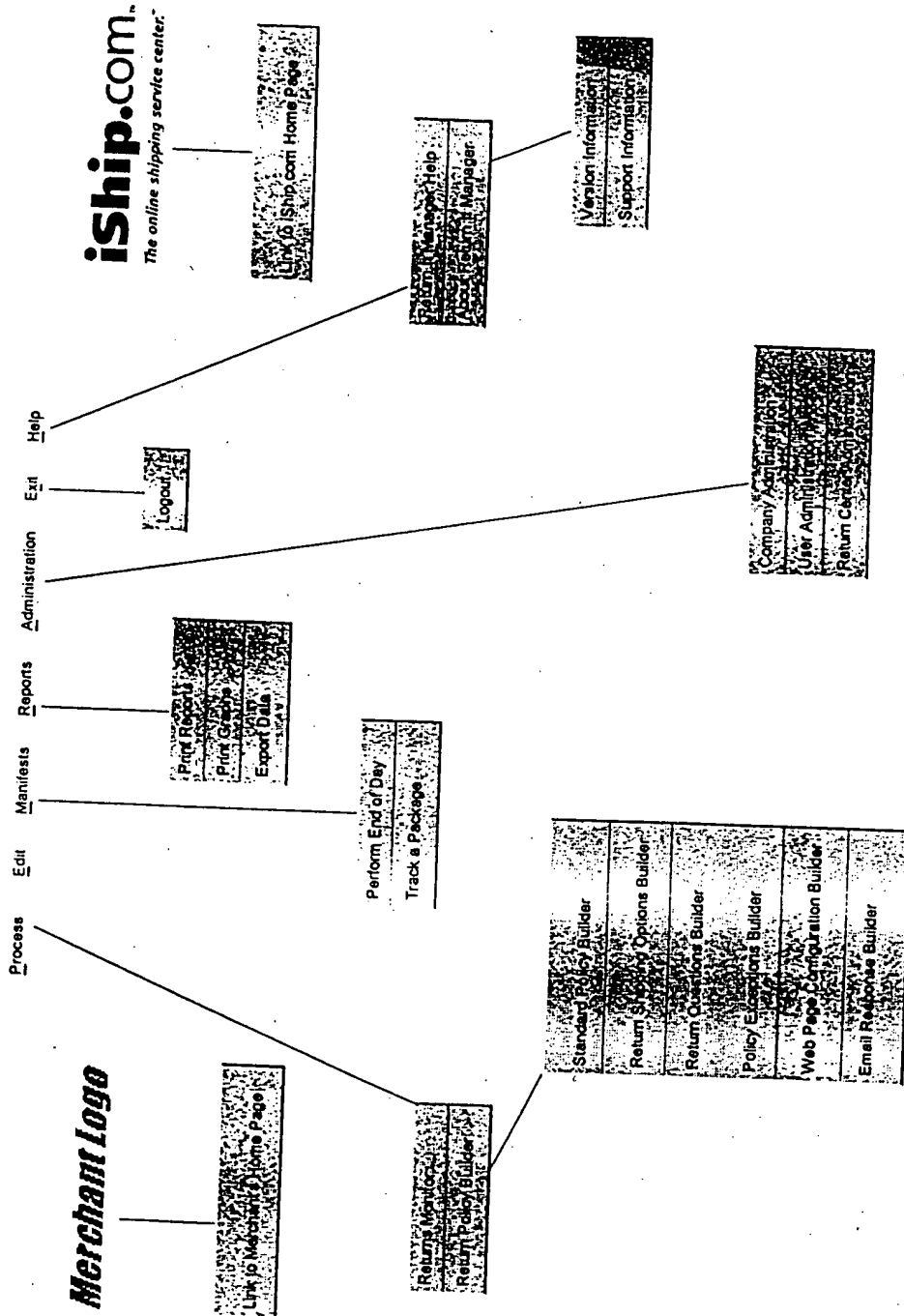


FIG. 4c

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Returns Manager Menu Structure

Fig. 5

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Log On to iShip

Welcome to iShip.com

Type in your e-mail/User ID and Password and click on the Continue button.

E-mail: joesmith@merchant.com

Password:

Continue

123-1 If you cannot remember your Password, please check your e-mail records for your Sign Up notification. If you are unable to find your notification, press the Recovery button and we will attempt to recover your Password.

Recovery

123-2

24-12 If you would like to join iShip.com or learn more about using our shipping service, press "Apply" or visit our Home Page and click on Take a Tour.

Apply

124-2

Cancel

Help

125

126

FIG. 6

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| 130 | 131 | 132 | 133 | 134 |
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |

Merchant Logo

iShip.com
Your Internet Package Shipper™
User: John Smith

Welcome to the Returns Manager

Returns Monitor — 114

View Inbound Return Shipments — 116Reporting, Graphs, and Data Export — 117

Return Policy Builder — 107

Standard Policy — 108Return Shipping Options — 109Return Questions — 110Policy Exceptions — 111Web Page Configuration — 112Email Responses — 113

Account Setup — 102

Company Information — 103User Administration — 104Return Centers — 105

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FIG. 7

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo**iShip.com**
Your Internet Package Shipper™

User: John Smith

Company Information

Company Name: 140

Logo URL: 141

Color Preference: 142

Customer Service: email, phone number to be used as escape hatch for tricky responses 143

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FIG. 8

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo**iShip.com**
Your Internet Package Shipper™User Administration

User: John Smith

User Names:

145

150 Access Privileges:

- Return Monitor: Warehouse Receiving Manager, Store Manager 146
- Return Policy Builder: Store Manager, Merchandise Manager 147
- Account Setup: Administrator (global)

Email, Phone Numbers

149

148

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FIG. 9

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo**iShip.com**
Your Internet Package Shipper™
User: John Smith**Return Centers**

Add and edit Return Centers (where do return shipments go?)

- Center Name: 151
- Attn: 152
- Address 1, 2: 153
- City, ST ZIP: 154
- Country: 155
- Tel Number: 156

Multiple centers may be configured. Import function for multiple stores (especially retail locations). Feeds ZIP-based retail store locator feature.

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FIG. 10

BEST AVAILABLE COPY

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo

Standard Policy

iShip.com
Your Internet Package Shipper™
User: John Smith

Use this page to create and edit a consistent, automated returns policy for your online store. This is the general policy for the entire store – to configure exceptions to the policy at the category or item level, [click here](#).

Policy Overview Statement

Summarize your store's overall returns policy. This text will appear at the beginning of the customer's returns process, and is an overview of the returns logic you will build. Best to keep it brief. Use HTML to format the text if you wish.

160-1 Within 30 days of receipt of your shipment, you may return:

160-3

Any apparel, lawn & garden equipment, furniture, or books in original condition.

Any unopened CD, DVD, VHS tape, or software.

Any electronics merchandise or toy in new condition with its original packaging and accessories.

160-2

We are unable to refund returned pharmaceuticals or food.

With few exceptions, we issue a full refund for the price of an item that meets these conditions. We only refund shipping costs if the item is a result of our error.

161-1

161-2

Preview

Return Window

Customers may return items for:

163 30 164 from 165 Receipt of Shipment 166

Refund Method 168

Customers may return items for:

169 Refund 170 Store Credit Only 171 Choice of Refund or Store Credit

Refund Amount 172

Refund amount will include:

173 Price of Item 176 174 Tax on Item 177 175 Original Shipping Charge

FIG. 11

BEST AVAILABLE COPY

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo**iShip.com**
Your Internet Package Shipper™
User: John Smith**Return Shipping Options**

Return Locations — 180

Where will you permit customers to return items?

☒ Online Only. 181

Customers can print a shipping label from your store and ship the package to a returns center.

Select primary return center: Returns Center, Ames IA 182 183

☒ Any retail store. 184

Customers can return items purchased online to convenient retail location.

Online Shipping Options — 185

Which online shipping options do you want to offer?

186 ☒ Merchant pays.

Allow your company to pay return shipping costs for justified returns. Select carrier and service options:

| | | | |
|--|---|--|---|
| 187-1 <input checked="" type="checkbox"/> UPS | 188-1 <input checked="" type="checkbox"/> US Postal Service | 189-1 <input checked="" type="checkbox"/> FedEx | 190 <input checked="" type="checkbox"/> Mail Boxes Etc. |
| 187-2 <input checked="" type="checkbox"/> UPS Ground | 188-2 <input checked="" type="checkbox"/> Priority Mail | 189-2 <input checked="" type="checkbox"/> FedEx Standard Overnight | |
| 187-3 <input checked="" type="checkbox"/> UPS 3 Day Select | <input checked="" type="checkbox"/> Express Mail | 189-3 <input checked="" type="checkbox"/> FedEx Priority Overnight | |
| 187-4 <input checked="" type="checkbox"/> UPS 2nd Day Air | 188-3 | 189-4 <input checked="" type="checkbox"/> FedEx 2Day | |
| 187-5 <input checked="" type="checkbox"/> UPS Next Day Air | | 189-5 <input checked="" type="checkbox"/> FedEx Express Saver | |
| 191 <input checked="" type="checkbox"/> Customer pays. | | | |

For unjustified returns, offer customers the convenience of paying for and printing a label during the return process. Select carrier options:

| | | | |
|---|---|---|---|
| 192 <input checked="" type="checkbox"/> UPS | 193 <input checked="" type="checkbox"/> US Postal Service | 194 <input checked="" type="checkbox"/> FedEx | 195 <input checked="" type="checkbox"/> Mail Boxes Etc. |
|---|---|---|---|

176 177

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo
iShip.com
 Your Internet Package Shipper™

User: John Smith

Return Responses

Create a series of questions to ask customers returning items, and define an appropriate response for each answer. To create a "no questions asked" policy, turn all questions off.

Question 1 — 200

☒ 201 On (enabled) ☐ 202 Off (disabled)

Question: Why are you returning this item? — 203

 Ask: ☒ 204 About each item to be returned ☐ 205 Once per return

Answer Heading: You may return items for the following reasons: — 206

Answer Choices:

Incorrect Item Received — 207

Response:

We apologize for our error. We will issue a full refund for your item, and pay for shipping the correct item to you. — 208

210 ☒ Display Response

Follow Up: Issue Refund, Pay Return Shipping, Pay Replacement Shipping — 211-1, 211-2, 211-3

Edit Follow Up — 211-4

Item Arrived Damaged or Defective — 212

We apologize for the problem with your shipment. — 213-1, 213-2

214 ☒ Display Response

Follow Up: Ask Q2 — 215-1

Edit Follow Up — 215-2, 217-1

Customer Choice (Problem with Size, Co — 216

We apologize for the problem with your order. We will issue a full refund for your item. — 217-2, 217-3

218 ☒ Display Response

Follow Up: Issue Refund, Do Not Pay For Shipping — 219-1, 219-2

Edit Follow Up — 219-3

FIG. 13a

220
Other (Please Specify)

221-1
We apologize for the problem with your order. We will issue a full refund for your item.

221-2

221-3

222
☒ Display Response

223-1 223-2
Follow Up: Issue Refund, Do Not Pay For Shipping

Edit Follow Up 223-3

224
Add/Remove Answer Choices

☒ Add customer comments field.

225
Question 2 230

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☒ On (enabled) ☐ Off (disabled)

Question: Would you like a replacement for the item, or a refund?

Ask: ☒ About each item to be returned ☐ Once per return

Answer Heading:

Answer Choices:

Replacement

Response:

We apologize for the problem with your order. We will send a replacement immediately.

☒ Display Response

Follow Up: Do Not Issue Refund, Pay Return Shipping, Pay Replacement Shipping

Edit Follow Up

Refund

We apologize for the problem with your order. We will issue a full refund for your item.

☒ Display Response

Follow Up: Issue Refund, Pay Return Shipping

Edit Follow Up

Add/Remove Answer Choices

☒ Add customer comments field.

FIG. 13b

Question 3

231

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☐ On (enabled) ☒ Off (disabled)

Question:

 Ask: ☒ About each item to be returned ☐ Once per return

Answer Heading:

Answer Choices:

Replacement

Response:

☐ Display Response

Follow Up:

[Edit Follow Up](#)

Add/Remove Answer Choices

☒ Add customer comments field.

Question 4

232

☐ On (enabled) ☒ Off (disabled)

Question:

 Ask: ☒ About each item to be returned ☐ Once per return

Answer Heading:

Answer Choices:

Replacement

Response:

☐ Display Response

Follow Up:

[Edit Follow Up](#)

Add/Remove Answer Choices

☒ Add customer comments field.

FIG. 13c

Question 5 - 233

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☐ On (enabled) ☒ Off (disabled)

Question: _____

Ask: ☒ About each item to be returned ☐ Once per return

Answer Heading: _____

Answer Choices:

Replacement

Response:

☐ Display Response

Follow Up:

Edit Follow Up

Add/Remove Answer Choices

☒ Add customer comments field.

126

177

Cancel

Save

FIG. 13d

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MerchantSite.com

Returns Manager

Log Out

Help

iShip.com

Merchant Logo**iShip.com**
Your Internet Package Shipper™

User: John Smith

Follow-Up Actions

Create follow-up actions for each return response.

Authorized?

Issue refund: 240

241
☒ Yes242
☐ No243
☐ Undetermined

Justified?

Pay for return shipping: 244

245
☒ Yes246
☐ No247
☐ Undetermined

Replacement?

Pay for replacement shipping: 248

249
☒ Yes250
☐ No251
☐ Undetermined

Notify Customer Service?

Notify customer service rep. 252

253
☒ Yes254
☐ No255
☐ Other Email:256
service@merchant.com

Ask Additional Questions? 257

258 — Q2 — Q3 — Q4 — Q5 — Q6 — Q7 — Q8 — Q9 — Q10

259 260 261 262 263 264 265 266 267

Add Follow-Up Actions

268

176

177

Cancel

Save

FIG. 14

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| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo
iShip.com
 Your Internet Package Shipper™

User: John Smith

Policy Exceptions

Category and Item exceptions to standard return policy. Special treatment of categories or items that:

- 270 {
- Cannot be returned for refund for any reason. Triggers an automatic "unjustified" response.
"We're sorry, we do not except returns of pharmaceuticals, food, and opened underwear."
 - Have special criteria that must be met before returns are allowed. Triggers additional qualifying questions.
"Have you opened the package?"
 - Have specialty shipping criteria.
"We accept furniture returns, but do not pay return shipping for any reason."

Exception Categories ~ 271

Exception Items ~ 272

Also Customer exceptions for top-tier customers that deserve special treatment.

273

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FIG. 15

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo

iShip.com
Your Internet Package Shipper™
User: John Smith

Exception Categories

280 { Exception categories are used to define special return processing certain groups of items. Store categories are generally the departments in your store. If you always have the same return policy for every item in your store, you do not need to create categories. If you do treat some items differently than others, you need categories.

For example, your store may accept return of any apparel merchandise, except opened packages of underwear. You would use categories to except opened underwear from your standard policy.

Main Categories (Level One)

| | | | |
|-----------------|-------------------|----------------|-----------------------|
| 281 Apparel | 282 Furniture | 283 Food | 284 Pharmaceuticals |
| 285 Audio CDs | 286 Lawn & Garden | 287 Books | 288 Computer Hardware |
| 289 Electronics | 290 Video DVD | 291 Video Tape | 292 Computer Software |
| 293 Toys | 294 | 295 | 296 |
| 297 | 298 | 299 | 300 |
| | 176 | 301 | |

Cancel Next Step

FIG. 16

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo

iShip.com
Your Internet Package Shipper™
User: John Smith

Store Categories

Apparel — 281

Subcategories

| | | | | | | | |
|-----|------|-----|--------|-----|-----------|-----|-----------|
| 302 | Mens | 303 | Womens | 304 | Outerwear | 305 | Underwear |
|-----|------|-----|--------|-----|-----------|-----|-----------|

| | | | | | | | |
|-----|----------------------------|-----|--|-----|--|-----|--|
| 306 | | 307 | | 308 | | 309 | |
| | Second-Level Subcategories | | | | | | |
| | 310 | | | | | | |

Furniture — 282

Subcategories

| | | | |
|--|--|--|--|
| | | | |
| | | | |

Second-Level Subcategories

Food — 283

Subcategories

| | | | |
|--|--|--|--|
| | | | |
| | | | |

Second-Level Subcategories

Pharmaceuticals — 284

Subcategories

| | | | |
|--|--|--|--|
| | | | |
|--|--|--|--|

FIG. 17a

Second-Level Subcategories

Category Name

Subcategories

Second-Level Subcategories

176

Cancel

Save

177

FIG. 176

| | | | | |
|------------------|-----------------|---------|------|-----------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|------------------|-----------------|---------|------|-----------|

Merchant Logo

Web Page Configuration

iShip.com
Your Internet Package Shipper
User: John Smith

Set up pages hosted by iShip.com.

| | | |
|----------------------|---|-------|
| AFF.URL : | http://www.iship.com | 320 |
| AFF.CANCELURL : | http://www.pufferfish.com/affdemo/index.htm | 321 |
| AFF.DONEURL : | http://www.pufferfish.com/affdemo/index.htm | 322 |
| AFF.TITLEFONTFACE : | Arial, Helvetica | 323 |
| AFF.FONTFACE : | Arial, Helvetica | 324 |
| AFF.PAGEBGCOLOR : | #FFFFFF | 325 |
| AFF.SHADECOLOR : | #FFFFFF | 326 |
| AFF.TITLEBARCOLOR : | #7093DB | 327 |
| AFF.TITLEFONTCOLOR : | #FFFF00 | 328 |
| AFF.HOVERTEXT : | Partners Are Cool | 329 |
| AFF.IMAGENAME : | http://marketing.iship.com/graphics/partnerlogo.gif | 330 |
| AFF.IMAGETEXT : | Partner.com - Where Partners Partner for Business | 331 |
| AFF.SITETEXT : | Where Partners Partner for Business | 332 |
| AFF.USERID : | (not defined) | 333 |
| AFF.PASSWORD : | (not defined) | 334 |
| AFF.HEADERHTML : | (not defined) | 335 |
| AFF.FOOTERHTML : | (not defined) | 336-2 |
| | | 338-1 |

FIG. 18a

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INTEGRATION NOTES:

Integrate with customer's individual order histories rather than generic customer service page

176

Cancel Edit

Save Information

177

FIG. 18b

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo

Email Responses

iShip.com
Your Internet Package Shipper™
User: John Smith

Edit and preview emails sent to:

- 350
- **Customer:** edit text
 - on shipment of return package
 - on receipt of return package
 - **Merchant (optional):** email sent on shipment. Change:
 - routing: primary recipient(s), cc, and bcc. Can include routing to customer service for logging into CRM software (Siebel, Remedy, etc), shipping dock managers, other logistics or operations managers.
 - subject line: set to include key IDs: RMA #, customer #, order #, SKU, etc.
 - body text
- 351

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FIG. 19

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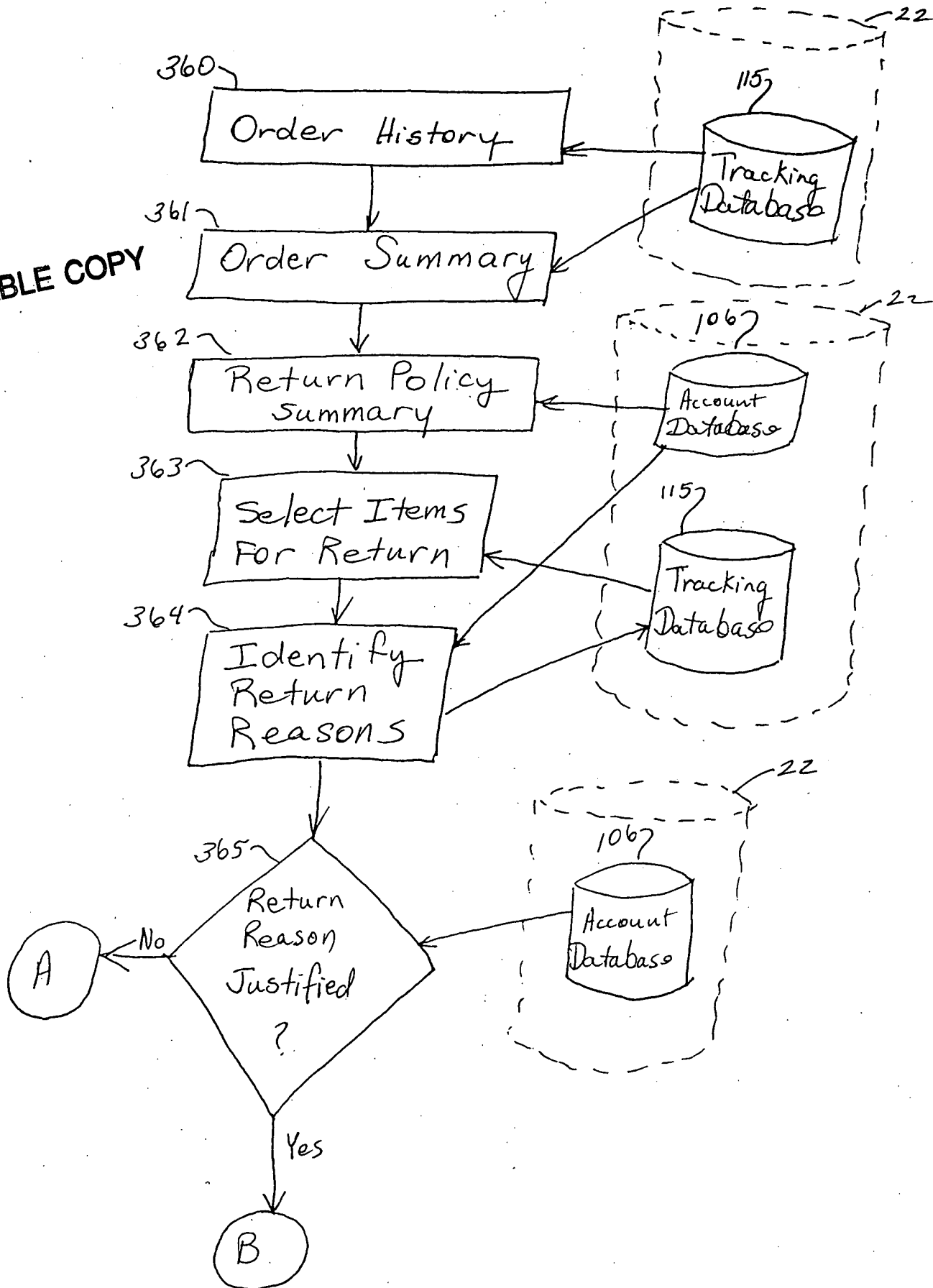


FIG. 20a

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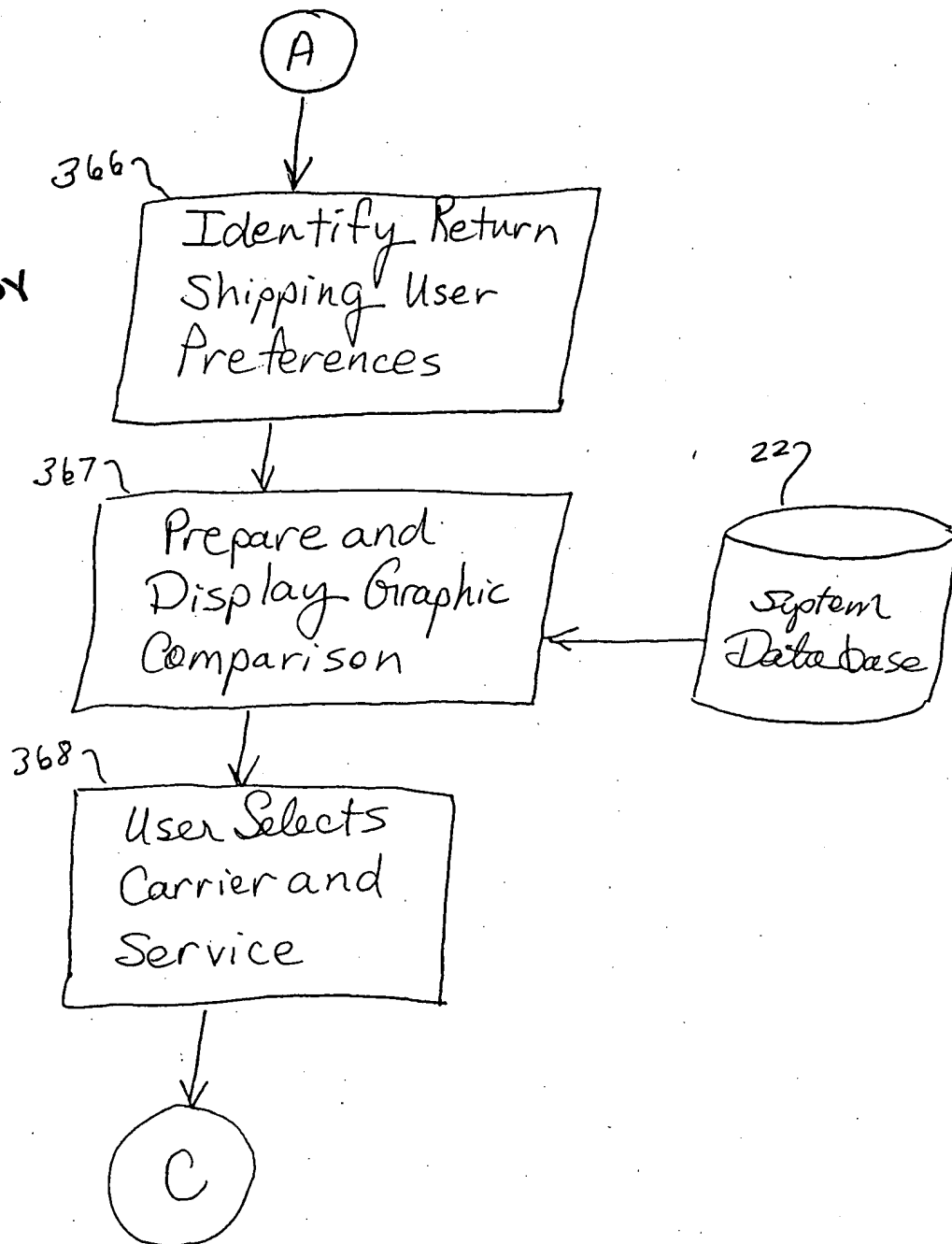


FIG. 20b

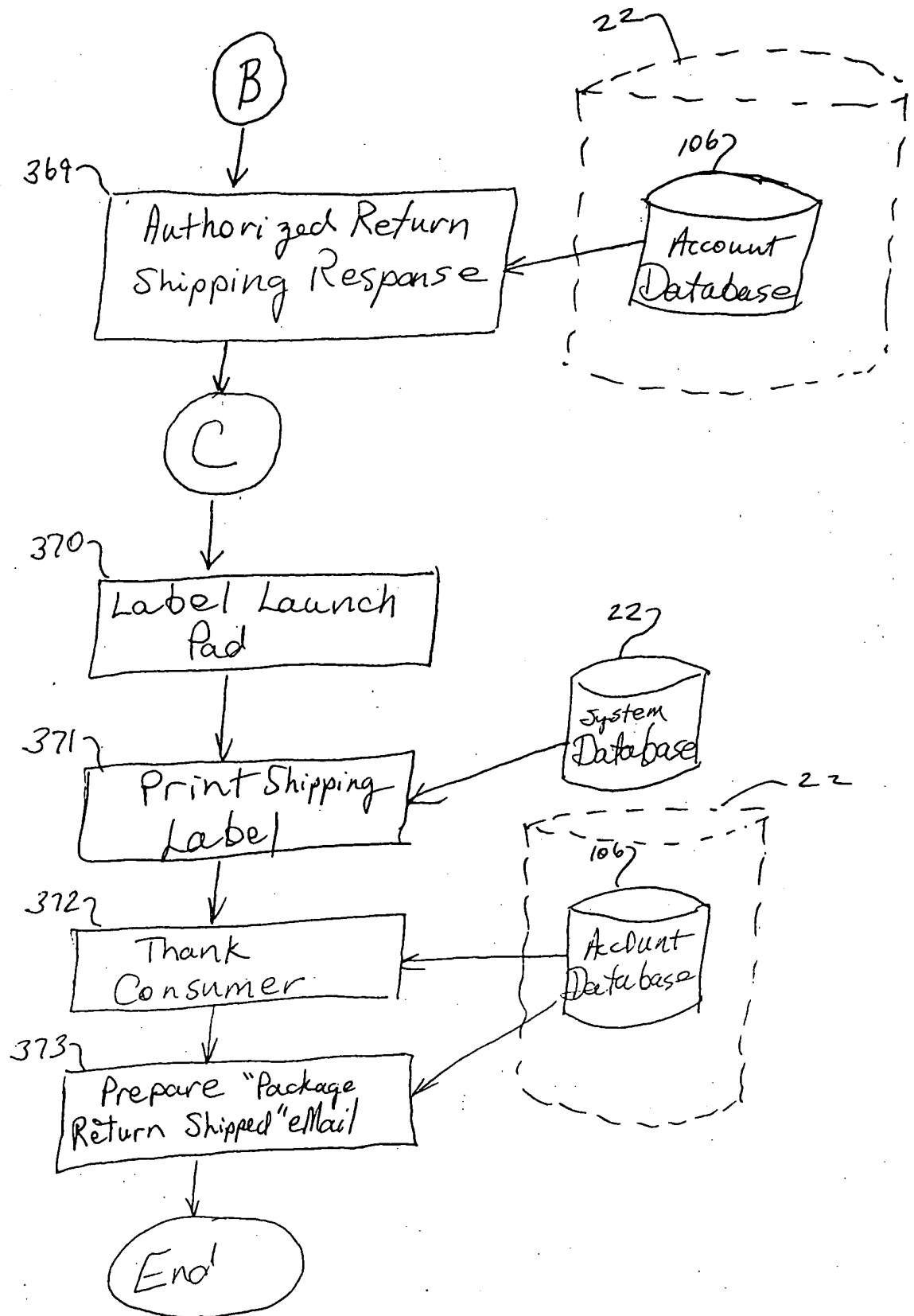


FIG. 20c

Merchant Logo

Merchant Main Menu Choices

History

Click on an order to view the order summary.

Merchant

400

SubMenu

Selections

Shipped Orders:

| | Order # | Order Date | Status |
|-------|---------------------|-------------------|-------------------|
| 401-1 | 002-0152586-5576810 | July 19, 1999 | All items shipped |
| 401-2 | 002-2212571-6739814 | March 28, 1999 | All items shipped |
| 401-3 | 002-0739895-6708638 | January 30, 1999 | All items shipped |
| 401-4 | 002-1894644-6936263 | January 14, 1999 | All items shipped |
| 401-5 | 002-7643906-5558259 | December 14, 1998 | All items shipped |
| 401-6 | 002-6790950-3739847 | October 29, 1998 | All items shipped |
| 401-7 | 002-3632396-2353407 | April 13, 1998 | All items shipped |

Return to [Account Maintenance Main Page](#)

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FIG. 21

Merchant Logo

Merchant Main Menu Choices

BEST AVAILABLE COPY

Merchant

SubMenu

Selections

Order#: 002-0152586-5576810 — 401-1 Return to Your Order History
 Date: July 19, 1999 at 09:58 AM PDT — 407
 Status: All items shipped

Shipping Address:
 Scott J. Bean
 iShip.com
 2515 - 140th Ave NE Suite E-110
 Bellevue, WA 98005 USA
 425.602.5022

408

Returns? Click Here:
 Return services by iShip.com

iShip.com
 Your Internet Package Shipper

40

Ship Method:

Standard Shipping

Number of Shipments: Payment Method:

One shipment when complete order is ready

Visa
 Last 5 digits: 26781

Items Ordered: 403

Price:

- 404-1 { 1 of: Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette]
 By: Seth Godin(Reader)
 I shipped on Jul. 19, 1999 via US Priority. \$14.40
- 404-2 { 1 of: Yeah, It's That Easy [ECD] [Audio CD]
 By: G. Love & Special Sauce
 I shipped on Jul. 20, 1999 via US First Class. \$12.99
- 404-3 { 1 of: For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD]
 By: AC/DC
 I shipped on Jul. 19, 1999 via US Priority. \$11.49
- 404-4 { 1 of: Odelay [Audio CD]
 By: Beck
 I shipped on Jul. 19, 1999 via US Priority. \$12.99
- 404-5 { 1 of: Natty Dread [Audio CD]
 By: Charlie Hunter Quartet
 I shipped on Jul. 19, 1999 via US Priority. \$12.99
- 404-6 { 1 of: Duo [Audio CD]
 By: Charlie Hunter, Leon Parker
 I shipped on Jul. 19, 1999 via US Priority. \$12.99
- 404-7 { 1 of: RCA WSP150 900MHz Wireless Speakers [Electronics]
 By: RCA
 I shipped on Jul. 20, 1999 via UPS Ground.
 Track your package with iShip.com \$149.95

405

Item(s) Subtotal: \$227.80
 Shipping & Handling: \$19.56

 Total Before Tax: \$247.36
 Tax: \$21.29

 TOTAL: \$268.65

Return to Your Order History — 406

Top of Page

FIG. 22

Merchant Logo

Merchant Main Menu Choices

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[Return to Your Order History](#)

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Order#: 002-0152586-5576810 — 401-1
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:

Price:

Merchant

SubMenu

Selections

| | | | |
|-------|--|-------|----------|
| 421-1 | 1 of: <u>Permission Marketing: Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) 1 shipped on Jul. 19, 1999 via US Priority. | 404-1 | \$14.40 |
| 421-2 | 1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce 1 shipped on Jul. 20, 1999 via US First Class. | 404-2 | \$12.99 |
| 421-3 | 1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC 1 shipped on Jul. 19, 1999 via US Priority. | 404-3 | \$11.49 |
| 421-4 | 1 of: <u>Odelay</u> [Audio CD] By: Beck 1 shipped on Jul. 19, 1999 via US Priority. | 404-4 | \$12.99 |
| 421-5 | 1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet 1 shipped on Jul. 19, 1999 via US Priority. | 404-5 | \$12.99 |
| 421-6 | 1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker 1 shipped on Jul. 19, 1999 via US Priority. | 404-6 | \$12.99 |
| 421-7 | 1 of: <u>RCA WSP150 900MHz Wireless Speakers</u> [Electronics] By: RCA 1 shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com | 404-7 | \$149.95 |

405

Item(s) Subtotal: \$227.80
 Shipping & Handling: \$19.56

Total Before Tax: \$247.36
 Tax: \$21.29

TOTAL: \$268.65

Next Step >>

422

406

[Return to Your Order History](#)[Top of Page](#)

FIG. 23

Merchant Logo

Merchant Main Menu Choices

BEST AVAILABLE COPY

Order #: 002-0152586-5576810 ⁴⁰¹⁻¹ [Return to Your Order History](#)

Date: July 19, 1999 at 09:58 AM PDT

Status: All items shipped

Items to Return:

Price:

\$149.95 — 173

421-2 ☒ 1 of 1 Hi Wireless Speakers [Electronics]
By: RCA
404-7 ☒ shipped on Jul. 20, 1999 via UPS Ground.
Track your package with iShip.com

Item(s) Subtotal Before Tax: \$149.95 — 173

Refunded Tax: \$12.90 — 174

TOTAL: \$162.85 — 172

Merchant

SubMenu

Selections

Reason for return: ²⁰⁰

- 427-1 ☐ Customer Choice — 216
427-2 ☐ Incorrect Item Received — 207
427-3 ☒ Arrived Damaged/Defective — 212
427-4 ☐ Other (please specify below): — 220

Right speaker does not receive signal. ⁴²⁵

426-1

426-2

Next Step > ⁴²²

⁴⁰⁶ [Return to Your Order History](#)

[Top of Page](#)

FIG. 24

Merchant Logo
BEST AVAILABLE COPY

Merchant Main Menu Choices

Ref: Service

[Return to Your Order History](#)

Returning Your Package:

Price:

We apologize for the problem with your order. To process your refund, make sure your item(s) are in the the original packaging and prepared for safe shipment.

413-1

404-1 { 1 of: 100 0MHz Wireless Speakers [Electronics]
By: RCA

\$149.95 — 173

Reason for return: Arrived Damaged or Defective — 212
Comments: Right speaker does not receive signal. — 425

Merchant

TOTAL REFUND: \$162.85 — 172

SubMenu

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

Selections

430 — How would you like to return the package? (Select One)

431 — 187-1 — UPS

188-1 — US Postal Service

190 — Mail Boxes Etc.

184 — Retail Store

432 — Is your item packaged in the original shipping box?

433 — Yes

434 — No

Next Step >> — 422

406
[Return to Your Order History](#)

[Top of Page](#)

FIG. 25

Merchant Logo

Merchant Main Menu Choices

Service

Return to Your Order History

Returning Your Package:

440 ~ Your returns package is ready to ship to the Amazon.com Returns Center.

441 ~ To create a UPS label for this package, click the Next Step button.

Merchant

Next Step >>

422

SubMenu

406
Return to Your Order History

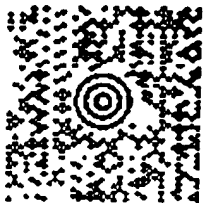

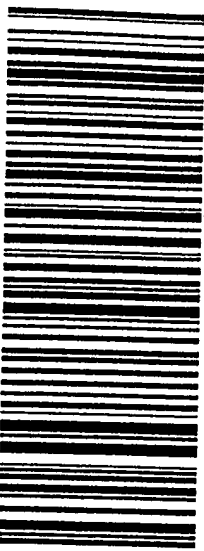
Selections

Top of Page

FIG. 26

BEST AVAILABLE COPY

450

| | | |
|---|--|---|
| SCOTT BEAN (425) 602-5022 5TH FLOOR 3335 FACTORIA BLVD SE BELLEVUE WA 98006 | | 11 LBS 1 OF 1 |
| SHIP ELECTRONICS RETURNS DEPARTMENT - (234) 234-2345 TO: AMAZON.COM 1122 JIMMY SUKA BLVD WILMINGTON DE 19803 | | |
|  | | (420) SHIP TC POSTAL CODE  (420) 19803 |
| UPS GROUND TRACKING # 1Z 345 321 03 0002 8462 | |  |
| REF #1: Return wireless audio speakers ISH 1.00 | | |

PRINT THIS LABEL NOW

451

DO NOT PHOTOCOPY

Using a photocopy could delay the delivery of your package and will result in additional shipping charges

To prepare your package for shipment, you need to do the following:

1. Use the Print button in your browser to print this page to your laser printer.
2. Fold the printed page in half and use as the shipping label.
3. Affix the shipping label to your package so that the entire label is visible.

Click here to return to:

Merchant Logo
web site

Returns services by iShip.com

iShip.com
Your Internet Package Shipper™

FIG. 27a

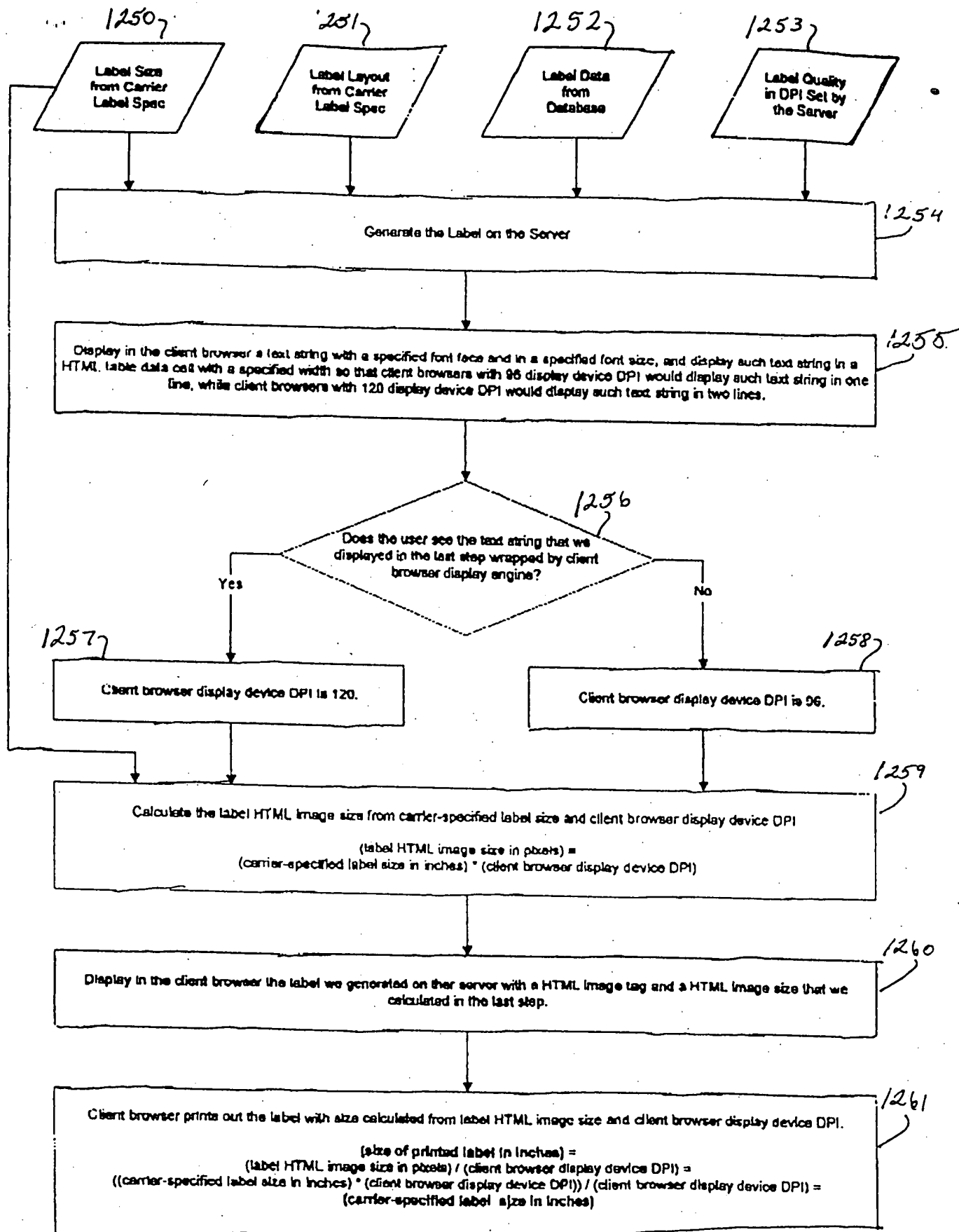


FIG. 27b

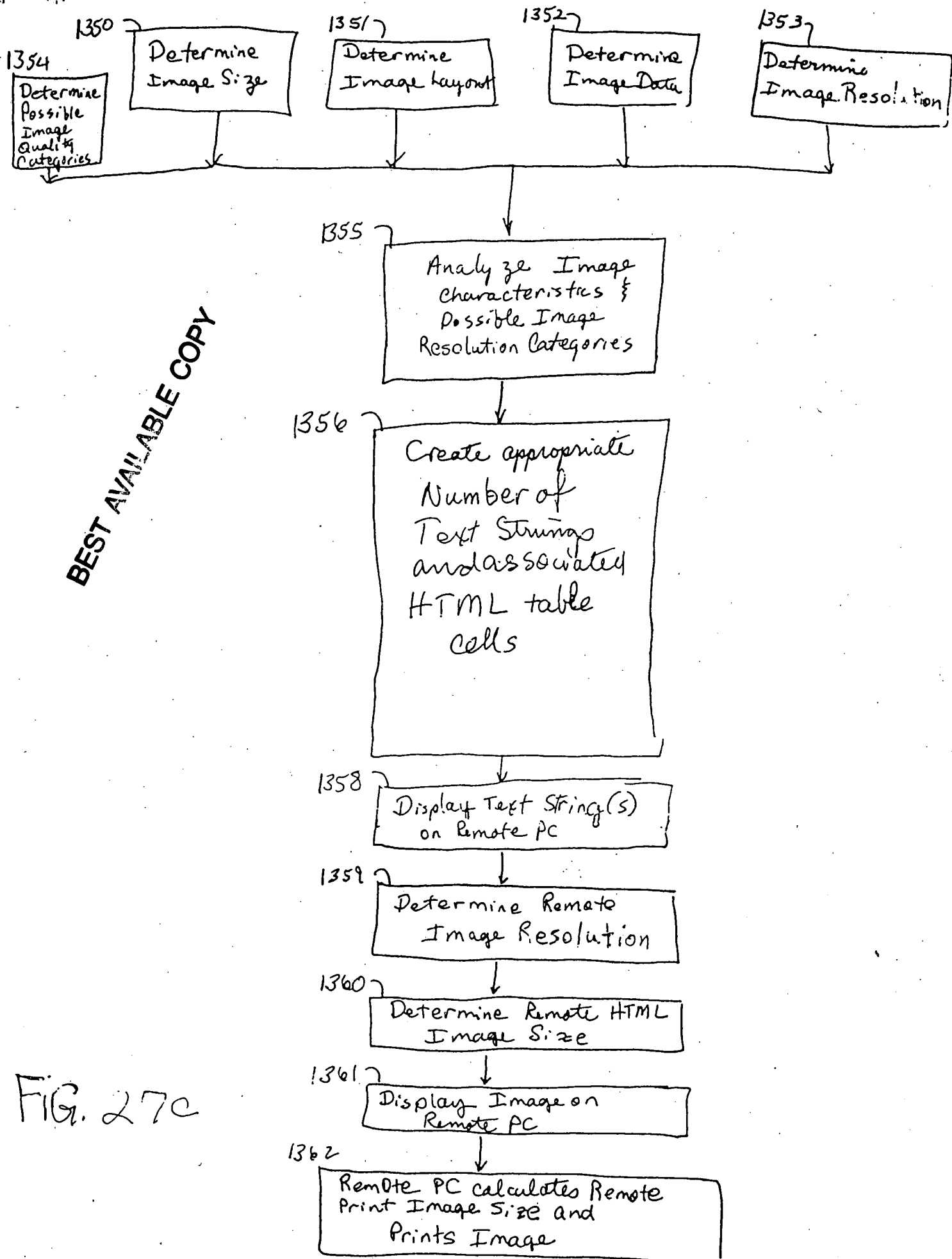


FIG. 27c

Merchant Logo

Merchant Main Menu Choices

Return to Your Order History

Return to Your Order History

Thank you for shopping Amazon.com

We will issue a refund as soon as we receive your package. — 455

Return to your Amazon.com Welcome Page.

— 456

Merchant

Return to Your Order History

— 406

SubMenu

Selections

BEST AVAILABLE COPY

Top of Page

FIG. 28

Back to [Returns Index](#) • Back to [Package Shipped Email](#)

BEST AVAILABLE COPY

✖ Package #M-ANEYZN-7NKXDQ has been delivered - Message (Plain Text)

From: iShip@iship.com
 To: scottb@iship.com
 Subject: Package #M-ANEYZN-7NKXDQ has been delivered

Package #M-ANEYZN-7NKXDQ has been delivered.

* TO:
 Electronics Returns Department
 Merchant name.com

* FROM:
 Scott Bean
 iShip.com

To get up to date tracking information, click the following:
 ---> <http://merchant.iship.com/returns/M-ANEYZN-7NKXDQ>

If your e-mail does not support hyperlinks, enter the web addresses above into your web browser.

DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or need technical support, e-mail us at <mailto:support@iship.com>.

 iShip.com, Inc.
 Your Internet Package Shipper (tm)
 Tollfree: (877) ISHIPCOM or (877) 474-4726
 Fax: (425) 602-5025
 Inquiries: <mailto:inquiries@iship.com>

FIG. 29

BEST AVAILABLE COPY

Back to [Returns Index](#) • Forward to [Return Package Delivered Email](#)

✖ Package #M-ANEYZN-7NKXDQ is scheduled for pickup - Message (Plain Text)

File Edit View Insert Format Tools Actions Help

Reply Reply to All Forward

From: iShip@iship.com

To: scottb@iship.com

Cc: n/a

Subject: Package #M-ANEYZN-7NKXDQ is scheduled for pickup.

Your shipping request #M-ANEYZN-7NKXDQ has been received. The following is a summary of the shipping details:

* TO:

Electronics Returns Department
Merchant name.com

* FROM:

Scott Bean
iShip.com

* PICKUP:

Regular Pickup

* PICKUP DEADLINE:

Tuesday, September 7, 1999

* DELIVERY DATE:

Wednesday, September 15, 1999, 5:00 PM

To get complete tracking information on this package, click here:

---> <http://Merchant.iship.com/returns/M-ANEYZN-7NKXDQ>

If your e-mail does not support hyperlinks, enter the web address above into your web browser.

DO NOT REPLY DIRECTLY TO THIS E-MAIL. If you have questions or need technical support, e-mail us at <mailto:support@iship.com>.

iShip.com, Inc.

Your Internet Package Shipper (tm)

Inquiries: <mailto:support@iship.com>

FIG 30

Merchant Logo

BEST AVAILABLE COPY

Merchant Main Menu Choices

Return to Your Order History

Within 30 days of receipt of your shipment, you may return:

- Any book in original condition.
- Any unopened CD, DVD, VHS tape, or software.
- Any electronics merchandise or toy in new condition with its original packaging and accessories.

We will issue a full refund for the price of any item that meets these conditions. We only refund shipping costs if the item is a result of our error.

Merchant

SubMenu

Selections

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Select the items you would like to return:

| | Price: |
|--|----------|
| <input type="checkbox"/> 1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) I shipped on Jul. 19, 1999 via US Priority. | \$14.40 |
| <input type="checkbox"/> 1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce I shipped on Jul. 20, 1999 via US First Class. | \$12.99 |
| <input type="checkbox"/> 1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC I shipped on Jul. 19, 1999 via US Priority. | \$11.49 |
| <input type="checkbox"/> 1 of: <u>Odelay</u> [Audio CD] By: Beck I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 421-5 <input type="checkbox"/> 1 of: <u>Natty Dread</u> [Audio CD] 408-5 By: Charlie Hunter Quartet I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| <input type="checkbox"/> 1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| <input type="checkbox"/> 1 of: <u>Definitely, Maybe</u> [Electronics] By: RCA I shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com | \$149.95 |

Item(s) Subtotal: \$227.80
Shipping & Handling: \$19.56
Total Before Tax: \$247.36
Tax: \$21.29
TOTAL: \$268.65

Next Step

Return to Your Order History

Top of Page

FIG. 31

Merchant Logo

BEST AVAILABLE COPY

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Order#: 002-0152586-5576810

Date: July 19, 1999 at 09:58 AM PDT

Status: All items shipped

[Return to Your Order History](#)

Items to Return:

☒ 1 of: Natty Dread [Audio CD]
By: Charlie Hunter Quartet

Price:
\$12.99 — 173

Item(s) Subtotal Before Tax: \$12.99 — 173

Refunded Tax: \$1.30 — 174

TOTAL: \$14.29 — 172

Reason for return:

- 427 ☒ Customer Choice — 216
- ☐ Incorrect Item Received
- ☐ Arrived Damaged/Defective
- ☐ Other (please specify below):

I thought this was the Bob Marley CD,
not some jazz thing.

425
426-1
426-3
422
Next Step >

Return to Your Order History

[Top of Page](#)

FIG. 32

BEST AVAILABLE COPY

Merchant Logo

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Returning Your Package:

Please make sure your item is in original condition. Please use the original packaging, or other appropriate packaging. We will not issue a refund for items damaged in transit.

I of: Natty Dread [Audio CD]

By: Charlie Hunter Quartet

Reason for return: Customer Choice

Comments: I thought this was the Bob Marley CD, not some jazz thing.

Price:

\$12.99

[Return to Your Order History](#)

TOTAL REFUND: \$14.29

Through our partnership with iShip.com, you can print a return label directly from your computer or take your package to a Mail Boxes Etc. To print a shipping label, you must have a printer that prints 300 dpi or better.

469 ~ How would you like to return the package? (Select One)
470 ~ ☒ UPS 471 ~ ☐ US Postal Service 472 ~ ☐ FedEx 473 ~ ☐ Mail Boxes Etc. 474 ~ ☐ Retail Store

475 ~ Is your item packaged in the original shipping box?
476 ~ ☒ Yes 477 ~ ☐ No

478 ~ How would you like to pay for the return shipping? (Select One)

479 ~ ☒ Credit Card: 480 ~ ☐ Visa 481 ~ ☐ MasterCard 482 ~ ☐ AmEx

Name on Card: Scott J. Bean 483

Number: 4444444444444444 484

Expiration: 09/02 485

486 ~ ☐ My Carrier Account:

487 ~ Number: _____

Next Step >> 422

[Return to Your Order History](#) 406

[Top of Page](#)

FIG. 33



Prepare Your Shipping Estimate

To find out the available services and charges for your shipment, fill out the information below. You will be able to add service options on the next page.

To get started, simply complete the form below and choose Continue!

| | | |
|--|---|----------------------------|
| Enter the Shipment Weight and Packaging | <p>My shipment will weigh: <div>500</div> <div> <input type="text" value="2"/> lbs. <input type="text" value=""/> oz. (Include the weight of all packing materials. You may use a weight estimate for shipments that weigh more than 150 pounds.) </div> </p> <p>I am using the following packaging: <div>501</div> <div>502</div> <div>503</div> <div>504</div> <div>505</div> <div>506</div> <div>507</div> <div> <input checked="" type="radio"/> Carrier Letter </div> <div> <input type="radio"/> Carrier Box </div> <div> <input type="radio"/> Carrier Pak or Tube </div> <div> <input type="radio"/> Other packaging. The dimensions (in inches) are: </div> <div> <input type="text"/> Length <input type="text"/> in. <input type="text"/> Width <input type="text"/> in. <input type="text"/> Height <input type="text"/> in. </div> <div> <input type="radio"/> The packaging is irregular or is not standard </div> </p> | Learn More |
| Enter Your Postal Codes | <p>I will ship the item FROM: This postal code: <div>510</div> <input type="text" value="91105"/> 98125, for example </p> <p>I will ship the item TO: This postal code: <div>511</div> <input type="text" value="98125"/> 98125, for example </p> <p>This city: <div>512</div> <input type="text"/> </p> <p>This country: <div>513</div> <input type="text" value="USA"/> </p> <p>The delivery address for my shipment is a: <div>514</div> <input checked="" type="radio"/> Business <div>515</div> <input type="radio"/> Residence </p> <p>iShip.com currently supports packages shipped from the U.S.</p> | Learn More |
| Add Carrier Loss Protection | <p>I want to protect my shipment from carrier loss or damage. The value of the contents is: <div>516</div> <div> <input type="text" value="5"/> </div> </p> <p>Most services automatically protect your shipment up to \$100. However, USPS Priority Mail and Parcel Post do not have automatic protection. Some USPS services have no available Loss Protection.</p> | Learn More |

[Cancel](#)

[Continue >>](#)

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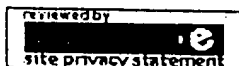


FIG. 34

BEST AVAILABLE COPY

iShip.com



Select Your Options

Select Your Carriers

I will ship my item using any of the following carriers:

520 ☒AIRBORNE
EXPRESS521 ☒

FedEx

522 ☒523 ☒UNITED STATES
POSTAL SERVICE

Note: Your shipping charges will be based on carriers' basic rates. If you have an account with custom rates, your actual shipping charges will be different from those shown.

Select Your Drop-Off/Pickup Option

I will ship my package from:

524

My location by calling the carrier for pickup ☒ 525

OR

My Drop-Off/Pickup Option is different for each carrier:

Advanced 526

If you are unsure of which shipping location to select, click the Learn More button for more information.

Learn More 527

Enter Your Handling Charges

I will add labor or materials fees to my shipping charge:

% of shipping charges and/or

\$

fixed amount

You will see the total of carrier shipping charges plus your handling charges.

Learn More

Select Your Shipping Date

I will ship my item on:

3/21/00 - Today 530 531

Learn More

Select Tracking

I want to be able to track the shipment until it has been delivered:

532 ☒

Required

533 ☐

Optional

Learn More**Back****Continue** 422

540

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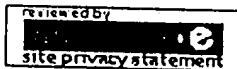


FIG. 35

FIG. 36a

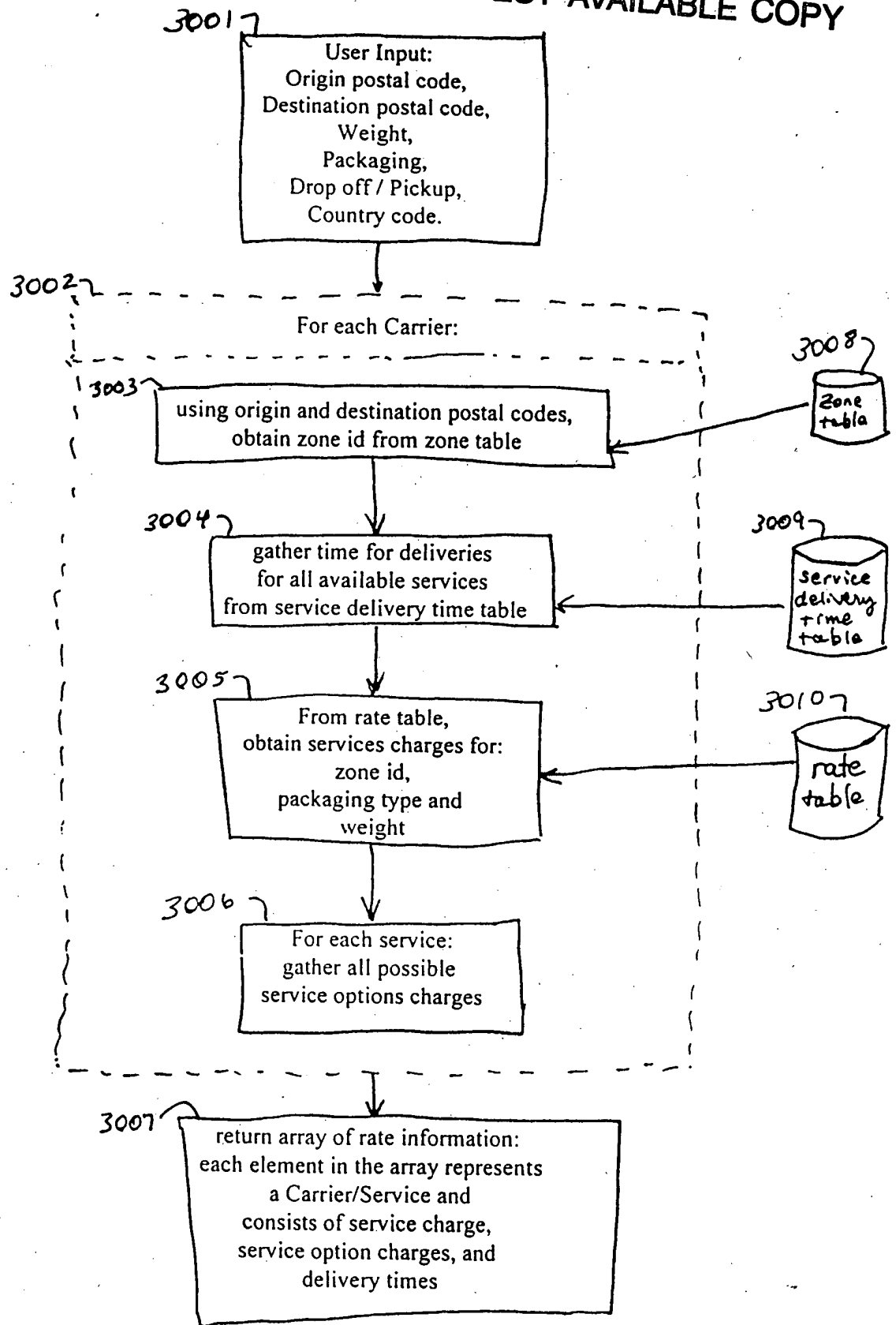


FIG. 36b

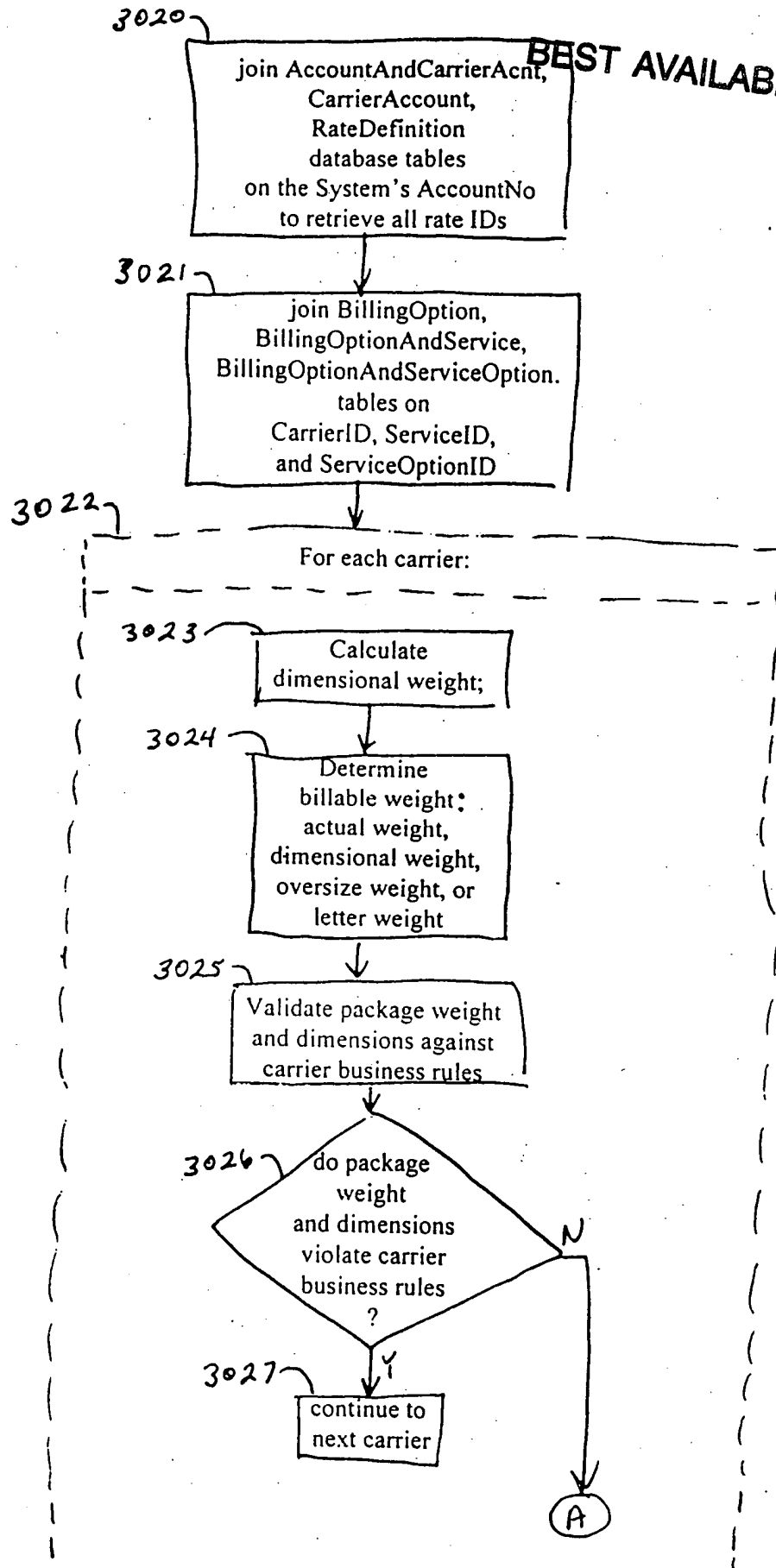


FIG. 36C

BEST AVAILABLE COPY 028

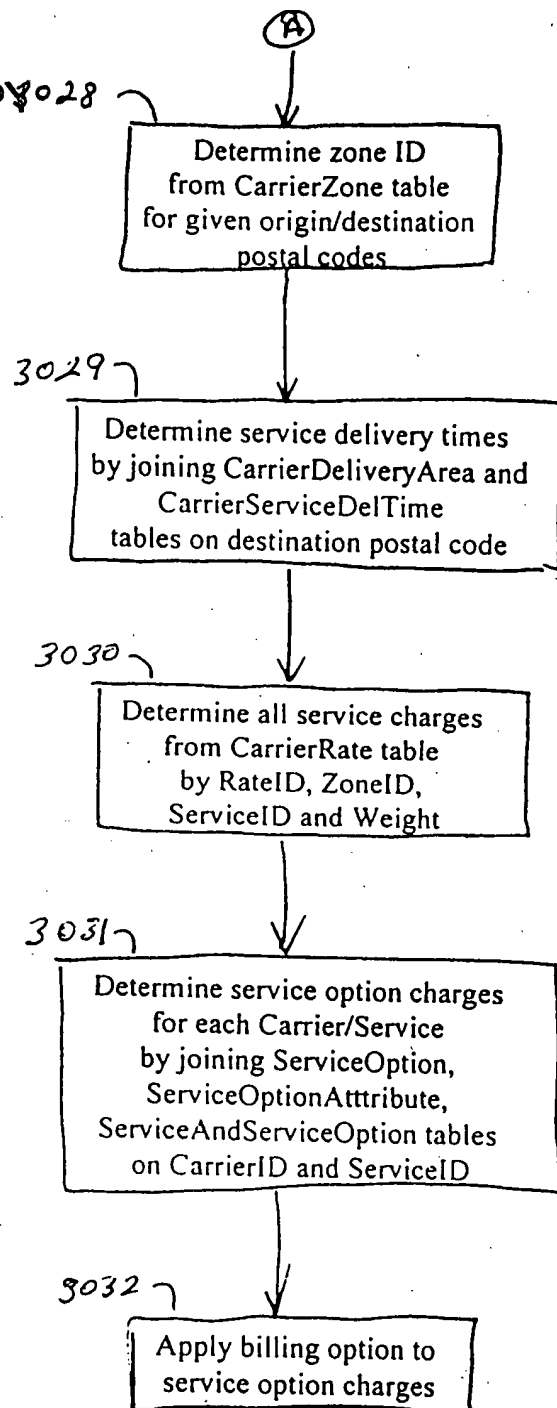


FIG. 36d

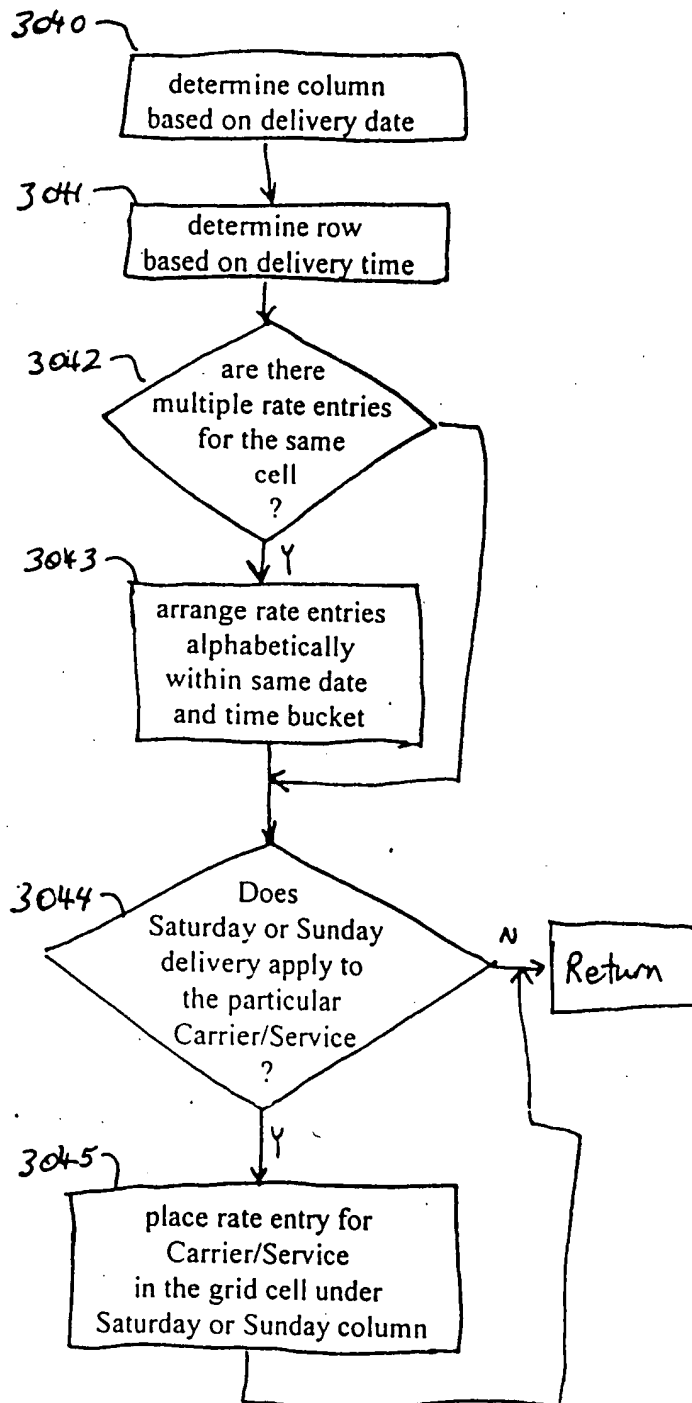


FIG. 36e



Shipping Charges and Delivery Times

RATES & DELIVERY TIMES - Place cursor over square next to the rate to view carrier and service.

549

To view a printable summary, click on a rate.

Learn More

I want a guaranteed delivery time: ☒ Yes ☐ No

540 Back 560 Update 561 Done

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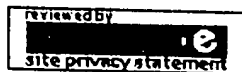


FIG. 37

iShip.com

BEST AVAILABLE COPY

**Summary**

| | | |
|-----------------|--------------------------|-----------------------|
| Shipment | Origin Postal Code: | 91105 |
| | Destination Country: | USA |
| | Destination Postal Code: | 98125 |
| | Actual Weight: | 0.125 |
| | Billed Weight: | 1 lbs. |
| | Packaging: | Carrier Letter |
| | Service: | UPS Second Day Air AM |
| Charges | Service Options: | None Chosen |
| | Service: | \$ 10.80 |
| | Service Options: | \$ 0.00 |
| | Total: | \$ 10.80 |

To arrange for pickup, contact UPS at: **1-800-PICK-UPS** (1-800-742-5877)
To find a drop off location near you, [click here](#).

[Back](#) [Done](#)

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site privacy statement

FIG. 38

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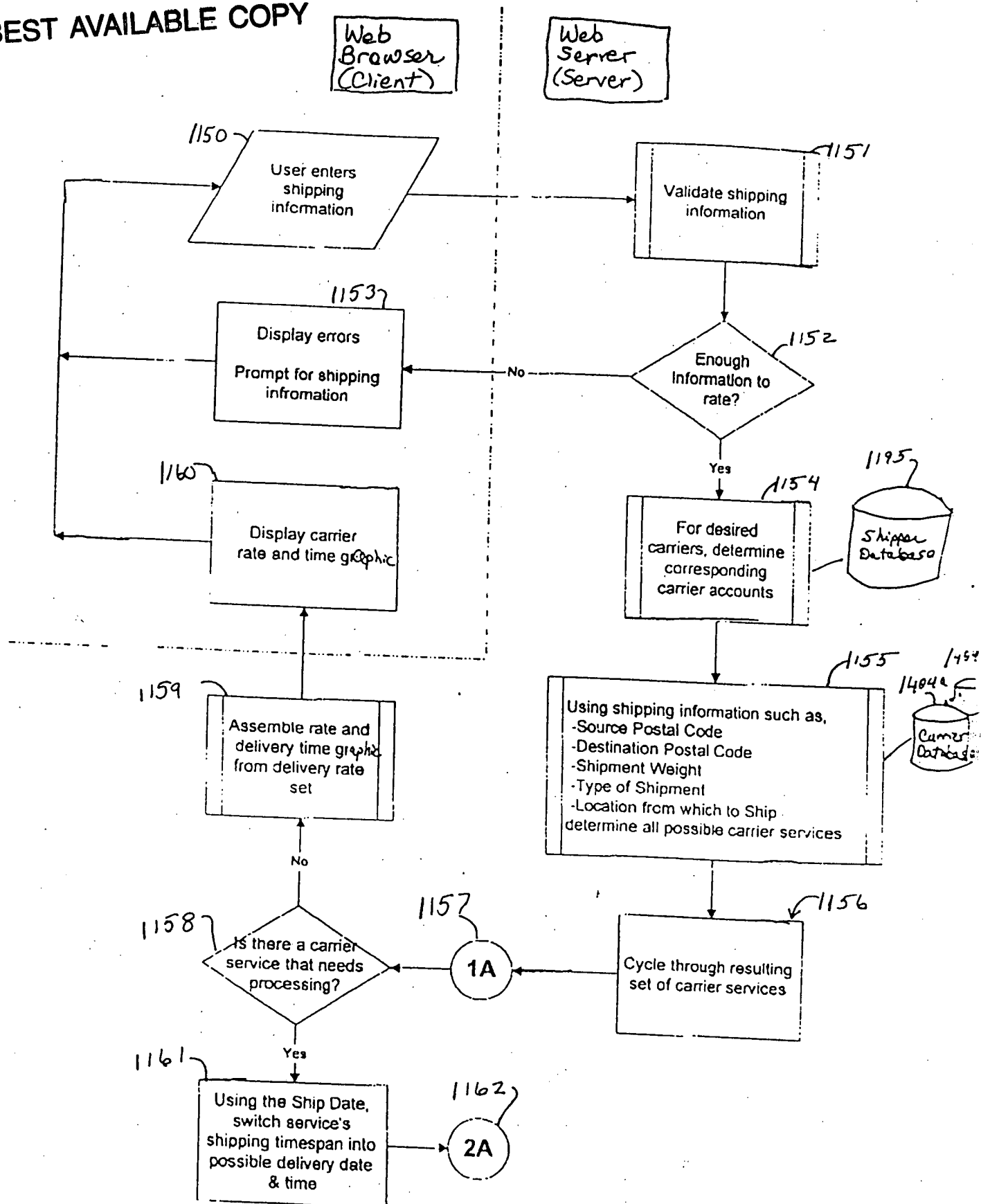


FIG. 39a

BEST AVAILABLE COPY

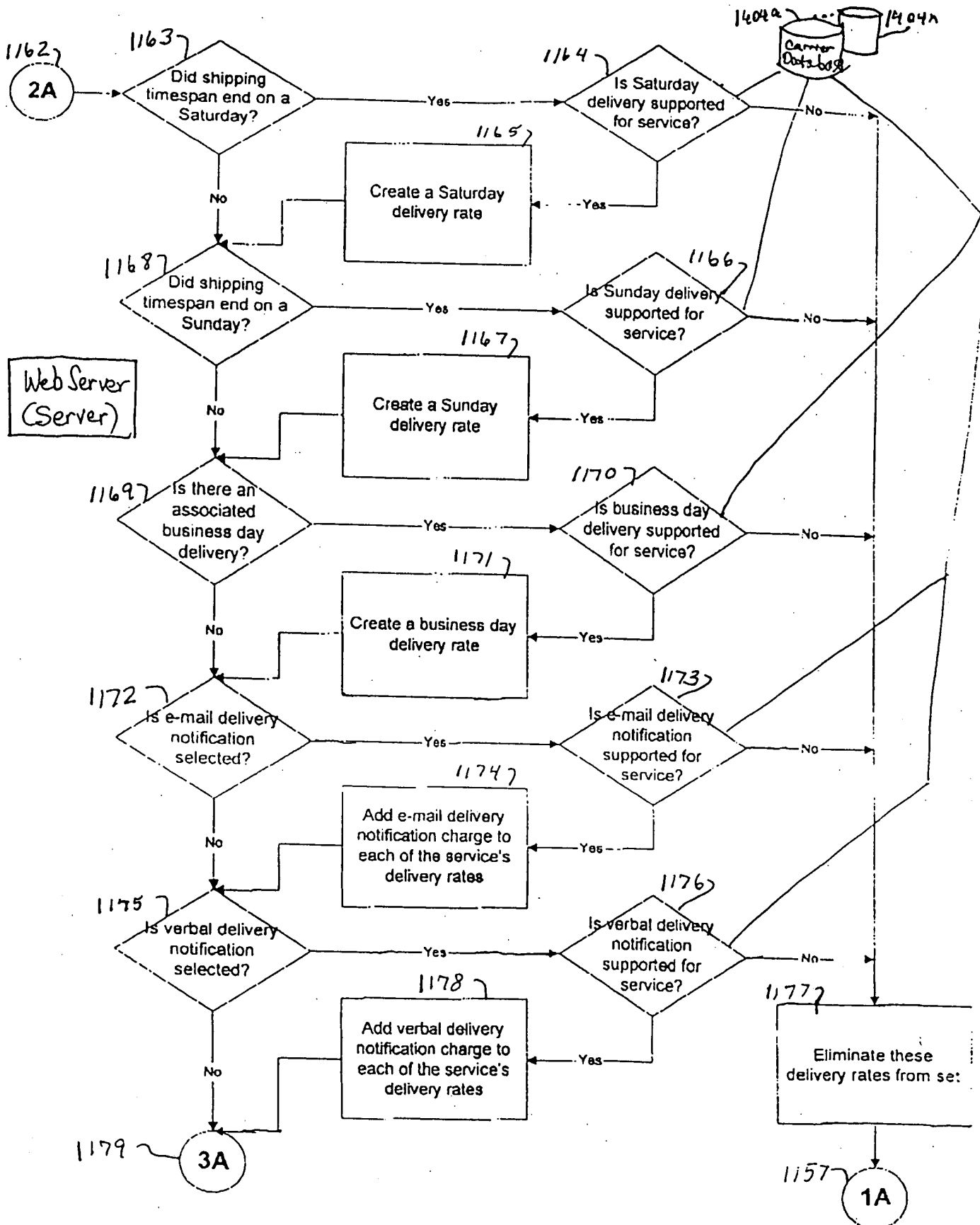


FIG. 396

BEST AVAILABLE COPY

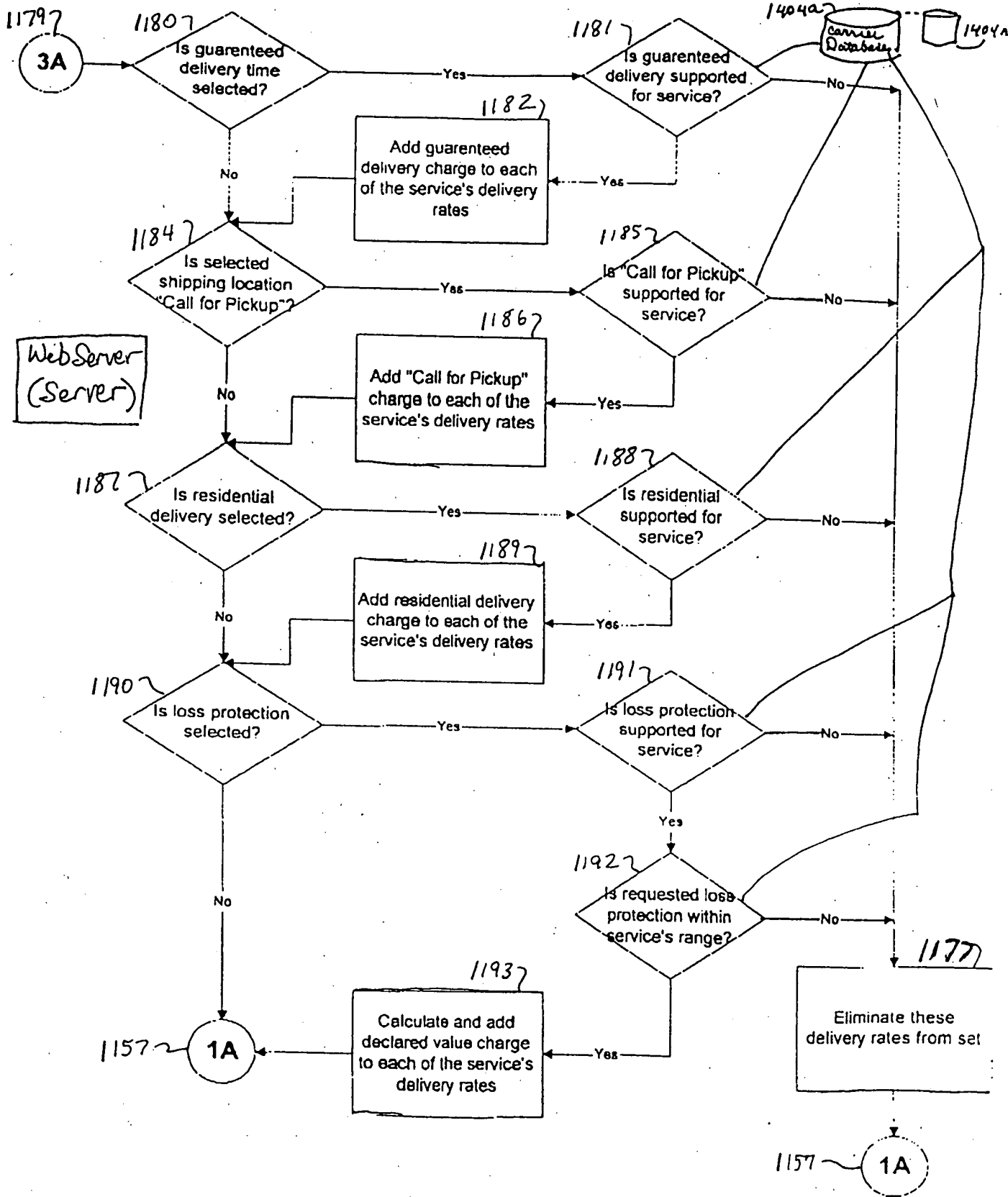


FIG. 39c

BEST AVAILABLE COPY

Merchant Logo

Merchant Main Menu Choices

Merchant
SubMenu
Selections

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Return to _____

Shipping Address:
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here:
Return to _____

iShip.com
Your Internet Package Shipper™

Ship Method:
Standard Shipping

Number of Shipments: Payment Method:
One shipment when complete Visa
order is ready Last 5 digits: 26781

| Items Ordered: | Price: |
|---|----------|
| 1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers</u> [Audio Cassette] By: Seth Godin(Reader) I shipped on Jul. 19, 1999 via US Priority. | \$14.40 |
| 1 of: <u>Yeah, It's That Easy [ECD]</u> [Audio CD] By: G. Love & Special Sauce I shipped on Jul. 20, 1999 via US First Class. | \$12.99 |
| 1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED]</u> [Audio CD] By: AC/DC I shipped on Jul. 19, 1999 via US Priority. | \$11.49 |
| 1 of: <u>Odelay</u> [Audio CD] By: Beck I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 1 of: <u>Natty Dread</u> [Audio CD] By: Charlie Hunter Quartet I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 1 of: <u>Duo</u> [Audio CD] By: Charlie Hunter, Leon Parker I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 1 of: <u>SP1500Mi Wireless Speaker</u> [Electronics] By: RCA I shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com | \$149.95 |

405

Item(s) Subtotal: \$227.80
Shipping & Handling: \$19.56

Total Before Tax: \$247.36
Tax: \$21.29

TOTAL: \$268.65

Return to _____

[Top of Page](#)

FIG. 40

Merchant Logo

BEST AVAILABLE COPY

Merchant Main Menu Choices

Merchant

SubMenu

Selections

Print Tracking Results

Return to

Tracking Information:

Status: DELIVERED
Delivered To: Bellevue, WA USA
Delivery Date: Thursday, July 22, 1999
Delivery Time: 9:13 AM
Delivery Location: Reception
Signed By: Bourne
Carrier: UPS
Service: Ground
Tracking Number: 1Z53X86X0302121560

Shipping Address:

Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Tracking Services By:

iShip.com
Your Internet Package Shipper

Order#: 002-0152586-5576810
Date: July 19, 1999 at 09:58 AM PDT
Status: All items shipped

Return to

Top of Page

FIG. 41

BEST AVAILABLE COPY

Merchant Logo

Merchant Main Menu Choices

Merchant
SubMenu
Selections

Order # 002-0152586-5576810 Return to

Date: July 19, 1999 at 09:58 AM PDT

Status: All items shipped

Shipping Address:
Scott J. Bean
iShip.com
2515 - 140th Ave NE Suite E-110
Bellevue, WA 98005 USA
425.602.5022

Returns? Click Here:
Return



Ship Method:

Standard Shipping

Number of Shipments: Payment Method:

One shipment when complete Visa
order is ready Last 5 digits: 26781

Items Ordered:

| | Price: |
|---|----------|
| 1 of: <u>Permission Marketing : Turning Strangers into Friends and Friends into Customers [Audio Cassette]</u> By: Seth Godin(Reader) I shipped on Jul. 19, 1999 via US Priority. | \$14.40 |
| 1 of: <u>Yeah, It's That Easy [ECD] [Audio CD]</u> By: G. Love & Special Sauce I shipped on Jul. 20, 1999 via US First Class. | \$12.99 |
| 1 of: <u>For Those About To Rock We Salute You [ORIGINAL RECORDING REMASTERED] [Audio CD]</u> By: AC/DC I shipped on Jul. 19, 1999 via US Priority. | \$11.49 |
| 1 of: <u>Odelay [Audio CD]</u> By: Beck I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 1 of: <u>Natty Dread [Audio CD]</u> By: Charlie Hunter Quartet I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 1 of: <u>Duo [Audio CD]</u> By: Charlie Hunter, Leon Parker I shipped on Jul. 19, 1999 via US Priority. | \$12.99 |
| 1 of: <u>Wireless Speaker [Electronics]</u> By: RCA I shipped on Jul. 20, 1999 via UPS Ground. Track your package with iShip.com | \$149.95 |

405

Item(s) Subtotal: \$227.80
Shipping & Handling: \$19.56

Total Before Tax: \$247.36
Tax: \$21.29

TOTAL: \$268.65

Return to

Top of Page

FIG. 42

iShip.com™ BEST AVAILABLE COPY



Track Your Package

Track your package in one easy step. Enter the package tracking number in the field below and then click on Submit. In moments you'll learn where your package is and, if it's been delivered, who signed for it.

[Learn More](#)

Enter tracking number:

Submit

Close

602

603

Tracking provided for



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FIG. 43

iShip.com

BEST AVAILABLE COPY

**Track Your Package**

Track your package in one easy step. Enter the package tracking number in the field below and then click on Submit. In moments you'll learn where your package is and, if it's been delivered, who signed for it.

[Learn More](#)

Enter tracking number: 1253X86X0302121560 / 601

Submit

602

Close

603

Tracking provided for



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FIG. 44

BEST AVAILABLE COPY

iShip.com**Your Tracking Information**

Status: **DELIVERED**
Last Scan: **3/3/00 3:53:00 PM DELIVERY**
SAN ANTONIO-SOUTHWES, TX US
Delivered To: **SAN ANTONIO, TX US**
Delivery Date: **Friday, March 3, 2000**
Delivery Time: **3:53:00 PM**
Delivery Location: **PORCH**
Carrier: **UPS**
Service: **GROUND**
Tracking Number: **1Z53X86X0302121560**



Status as of Tuesday, March 21, 2000 2:26:19 PM Pacific Standard Time

[Learn More](#)**Track Another Package**

Enter tracking number:

 Submit

601 602

Tracking provided for



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FIG. 45

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo
iShip.com
 Your Internet Package Shipper™

User: John Smith

View Inbound Return Shipments

| All Returns | | Today | Status |
|---|--------------------------|--------------------------|---------------|
| 620 | 621 | 622 | 623 |
| 627 | 628 | 629 | 630 |
| 632 | 633 | 631 | 634 |
| RETURN REQUESTED (M ASUWAN PLF45T) | Retail Store Return | SHIP DELIVER DATE | DESTINATION |
| Suzanna Smith | 628-1 | 9/7/99 5:00 PM ** | 008-NYC |
| RETURN REQUESTED (M ASUWAN GDMF8K) | Retail Store Return | 9/7/99 5:00 PM ** | 235-Chicago |
| Conrad Dobler | 629-1 | 9/7/99 5:00 PM ** | 016-San Jose |
| RETURN REQUESTED (M ASUWAN C2MYK8) | Retail Store Return | 9/11/99 5:00 PM ** | ReturnsCenter |
| Julie Diener | Ground ARS UPS | 9/11/99 5:00 PM ** | ReturnsCenter |
| IN-TRANSIT (M ASUWAN YM2DYN) | Ground UPS | 9/11/99 5:00 PM ** | ReturnsCenter |
| Jennifer Chase | Ground ARS UPS | 9/11/99 5:00 PM ** | ReturnsCenter |
| IN-TRANSIT (M ASUWAN UWQ7V1) | Standard Overnight FedEx | 9/6/99 9/7/99 5:00 PM ** | ReturnsCenter |
| Gianpietro Ottolini | One Day (PM) UPS | 9/5/99 9/7/99 4:18 AM | ReturnsCenter |
| IN-TRANSIT (M ASUWAN F38YWN) | Two Days (AM) UPS | 9/5/99 9/7/99 4:18 AM | ReturnsCenter |
| Caroline Richardson | Ground ARS UPS | | ReturnsCenter |
| IN-TRANSIT (M ASUWAN U3FJHV) | | | ReturnsCenter |
| Bernard Simpson | | | ReturnsCenter |
| IN-TRANSIT (M ASUWAN 2NRDJE) | | | ReturnsCenter |
| Carla Smith | | | ReturnsCenter |
| IN-TRANSIT (M ASUWAN UDD1XF) | | | ReturnsCenter |
| Larry Schweitzberg | | | ReturnsCenter |
| IN-TRANSIT (M ASUWAN NV35Z6) | | | ReturnsCenter |
| Hermann's German Auto Parts Georgia Schrader | | | ReturnsCenter |
| IN-TRANSIT (M ASUWAN DB9K4V) | | | ReturnsCenter |
| California Creative Ernesto Storthenser | | | ReturnsCenter |
| DELIVERED (M ASUWAN 3TNCHR) | | | ReturnsCenter |
| Baja Technologies Robert O'Farrell | | | ReturnsCenter |
| DELIVERED (M ASUWAN 9ETV6F) | | | ReturnsCenter |
| iShip.com Scott J. Bean | | | ReturnsCenter |

** indicates expected delivery date and time

FIG. 46

| | | | |
|---|---|---|--|
| <p>620 —</p> <p>620-1 —</p> <p>620-2 —</p> <p>620-3 —</p> <p>620-4 —</p> <p>620-5</p> | <p>Display</p> <ul style="list-style-type: none"> • All Returns • Delivered • Exceptions • In-transit • Return Requested | <p>To Be Delivered</p> <ul style="list-style-type: none"> • Today — 622-622-7 • In 2 days — 622-2 • In 3 days — 622-3 • In 4 days — 622-4 • In 5 days — 622-5 • In 6 days — 622-6 • In 7 days — 622-7 • This Week — 622-8 • In the next 7 days — 622-9 • In the next 14 days — 622-10 | <p>Sort By — 624</p> <ul style="list-style-type: none"> • Attention — 624-1 • Carrier — 624-2 • Company — 624-3 • Service — 624-4 • Ship Date — 624-5 • Status — 624-6 |
|---|---|---|--|

FIG. 47

BEST AVAILABLE COPY

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo**iShip.com**
Your Internet Package Shipper™
User: John Smith[View Inbound Return Shipments](#)Return to [View Inbound Return Shipments](#)

650 Tracking Information

Status: RETURN REQUESTED
Delivered To:
Delivery Date: Tuesday, September 7, 1999**
Delivery Time: 5:00 PM**
Delivery Location:
Signed By:
Carrier: Retail Store Return
Service:
Tracking Number: M A5UWAN PLF45T
Ref Number:

Shipping To
Merchant Name Retail Store
008-NYC
6000 Fifth Avenue
New York, NY 10001 USA
888-555-1212

** indicates expected delivery date and time

660 Return Information

Return Authorization Number: R-52586-98411
Category: Audio CD
SKU: GEFWSP150-001
Item Description: Natty Dread
Manufacturer: Charlie Hunter Quartet
Quantity: 1
Item Price: \$12.99
Item Tax: \$1.30
Refund Amount: \$14.29
Reason for Return: Customer Choice
Customer Comments: I thought this was the Bob Marley CD, not some jazz thing.
Shipping Paid By: N/A - walk-in return

670 Original Order Information

Order Number: A-52586-98411
Order Date: July 19, 1999 at 09:58 AM PDT
Order Status: All items shipped
Customer Name: Suzanna Smith
Customer ID: 00184322

BEST AVAILABLE COPY

| | | | | |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|
| MerchantSite.com | Returns Manager | Log Out | Help | iShip.com |
|----------------------------------|---------------------------------|-------------------------|----------------------|---------------------------|

Merchant Logo
iShip.com
 Your Internet Package Shipper™

User: John Smith

Reports, Graphs, and Data Export

Generate standard reports and graphs, and export data.

Report over time by:

- SKU 700
- status: requested, in-transit, delivered 701
- carrier 702
- dollars: item price, tax, total 703-1
- reasons: total count, list all 703-2
- return center: online and offline returns 704-1
- paid by merchant, paid by customers 704-2
- customer 705-2
- Time slices: date, date range, selections for current/last/next day, week, month, month, quarter, year. 706
- Single-click graph of reports. 707
- 708
- 709-1
- 709-2
- 709-3
- 709-4
- 709-5
- 709-6
- 709-7
- 709-8
- 709-9

Export any report to tab-delimited text file, Excel, etc. for correlation with data from other systems.

711

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FIG. 49